9) Question words: To interact with customers you are expected to ask and answer questions. Complete the following challenge by writing its corresponding meaning!

Qué / Cual - Cuando - De quién - Dónde - Cómo - Qué - Por qué - Quién

.....**Who** is she?

.....**What** do you sell?

.....**Which** area do you prefer?

.....**When** can I visit the house?

.....**Where** is the appointment?

.....**Why** is the customer late?

.....**How** can I pay that?

.....**Whose** is this property deed?

Now, choose the correct answer:

Real estate. - Christine, the lawyer. - In the house. - Because of a traffic jam. - Cash or with credit card. - It's mine. - The city centre. - On 1st January.

10) Read this part of a dialogue. Can you guess the meaning of the words in **bold** in Spanish?

A: ... "How much is the house?" .....

B: "It`s $150.000"

A: "How many rooms has the house got?" .....

B: "It has got 4 rooms"

A: "How old is the house?" .....

B: "It`s 50 years old"

A: "What time can I visit the property?" .....

B: "At 6 o`clock on Monday, can you?"...

Think: *Who can ask each of the questions above?...*
*A **customer** or **a realtor, real estate agent/broker?***

Let's stop again! Think: Analyze all questions explored so far:
Which questions are aimed at getting information and which ones are aimed at getting a yes/no answer? Extract two questions from the previous pages and write them in the correct column.

YES/NO QUESTIONS	QUESTIONS TO GET MORE INFO

11) Now we will get to know other **people in the real estate market**!
Read the 3 profiles and complete the chart

Anna, 38
I work in an architecture company as an appraiser. My working hours are from 8 am to 5 pm, Monday to Friday. I have a one hour lunch break at 12.30. The routine is the same every day. My job is very boring but the pay is good. My colleagues and I aren´t friends because we haven´t got time to speak, but I have got many friends outside work.

Tony, 29
I'm an auctioneer. I work a 40-hour week. We have got flexible hours so I can start and finish when I want. If I have many auctions, I work overtime. My extra hours are well paid. There are always problems to solve. I earn a good salary. But my job doesn't rule my life. I like to do different things in my free time.

Erika, 25
I'm a realtor in large real estate agency. My working hours are approximately 60 or 70 a week. The work is really interesting but it is stressful. I love showing properties. I haven't got free time for a social life. When I get home, I'm very tired to do other activities except have dinner or watch TV.

	Job	***Good things about his/her job***
Anna		
Tony		
Erika		

12) Read the text about **Anna** again and answer the questions.

a- Where does Anna work?

.....

b- Does Anna work from 8 am to 4 pm?

.....

c- Is her job very interesting?

.....

d- Is the pay good?

.....

Think: Which of the questions above were aimed at getting a YES/NO answer?
Which of them were aimed at GETTING MORE INFORMATION?