

## Making agreements

**1** Look at the photos and the phrases. Do you have a cleaning service where you work, live or study? What do cleaners do?



clean the floor



empty the bins



clean the desks



vacuum the carpet



wash dishes/cups

**2**  2.4.1 Izabela, an office manager, has a meeting with Robert, a cleaning company owner. They discuss a cleaning contract. Watch the video. In what order do they talk about these things? Number the items 1-5.

- a the cost of the service \_\_\_\_\_
- b the working days \_\_\_\_\_
- c the cleaning tasks \_\_\_\_\_
- d the description of the office \_\_\_\_\_
- e the working hours \_\_\_\_\_

### 3 Watch the video again and complete Robert's notes with a word, number or phrase.

#### ROBERT'S CLEANING SERVICES

- Places to clean: reception area, one big office, two <sup>1</sup> \_\_\_\_\_, a staff kitchen on the first floor; one big office, four individual <sup>2</sup> \_\_\_\_\_ on the second floor; two staff toilets (one on each floor) and the stairs.
- Jobs to do: clean the desks; empty the bins and <sup>3</sup> \_\_\_\_\_, clean the toilets, the kitchen area and wash the coffee cups.
- Days of work: <sup>4</sup> \_\_\_\_\_
- Hours of work: Before <sup>5</sup> \_\_\_\_\_ a.m.
- Total hours of contract <sup>6</sup> \_\_\_\_\_ (per day), <sup>7</sup> \_\_\_\_\_ (per week).
- Agreed price: <sup>8</sup>£\_\_\_\_\_ including charge for the cleaning products.
- Cleaning equipment in the cupboard in the <sup>9</sup> \_\_\_\_\_.

### 4 Match the questions with the answers. Watch the video again and check your answers.

- |                                                |                                                          |
|------------------------------------------------|----------------------------------------------------------|
| 1 What do you want the cleaner to do, exactly? | a It's usually one cleaner for an office this size.      |
| 2 Can the cleaner wash the coffee cups?        | b About three hours a day.                               |
| 3 Do you want us to clean the windows?         | c How about next Monday?                                 |
| 4 How many cleaners are there?                 | d Yes, of course.                                        |
| 5 How much time does the cleaner need?         | e No, we have a specialist company to clean the windows. |
| 6 Does the price include cleaning products?    | f Clean the desks, empty the bins and clean the floors.  |
| 7 How much is that?                            | g No, it doesn't. There's a small charge for those.      |
| 8 When can the cleaner start?                  | h It's ten pounds a week.                                |

#### MAKING AGREEMENTS

##### Asking about the company's service

How many [workers / chefs] are there?

How about (coming) [before / after] [8 o'clock / we start work]?

Can [you / your team] do that?

How much time do you need?

Can [you/your team] provide the [materials / plates / cleaning products]?

How much is that [for fifteen / twenty hours a week]?

Does the price include [materials / cleaning products / delivery]?

When can [you / your team] start?

### Asking the client questions

What do you want [the cleaner / us] to do (exactly)?

How many [days / hours] do you need the [cleaning / catering] service?

What time do you want the [cleaner / chef] to come?

Is there a place for the [cleaning products / materials]?

How about [on Monday / on the 14th]?

### Saying yes

Yes, we can. / Yes, it does.

Yes, that's fine/right. / Yes, of course.

### Saying no

No, we can't. (I'm sorry).

No, it doesn't. (I'm sorry).

## 4 Match these question halves.

- |                    |                              |
|--------------------|------------------------------|
| 1 What do you want | a coming before 7 a.m.?      |
| 2 How about        | b time do the chefs need?    |
| 3 How many         | c include materials?         |
| 4 What time do     | d a place for the materials? |
| 5 How much         | e you want us to come?       |
| 6 Does the price   | f start?                     |
| 7 When can you     | g workers are there?         |
| 8 Is there         | h the staff to do, exactly?  |

## 5 Match the answers (a-h) with questions 1-8 from Exercise 4.

- a How about 5.30 p.m.?
- b No, it doesn't. There's an extra charge for those.
- c We can't. I'm sorry.
- d How about next week?
- e Cook and serve the food, provide drinks, clear the tables and wash the dishes.
- f Yes, there is a room on the first floor.
- g It's usually five workers for a house this size.
- h About five hours.

**1** Put the words in the correct order to make questions and responses.

1 do / days / how / cleaning service / a / many / need / you / the / ?

CL

2 work / how about / we / before / coming / start / ?

3 can't / I'm / we / sorry / no, / .

4 there / are / offices / many / how / ?

5 cleaner / the / time / what / come / want / you / do / to / ?

6 fine / yes, / that's / .

7 do / can / that / team / your / ?

8 the / wash / can / coffee cups / cleaner / the / ?

9 doesn't / no, / it / .

10 can / we / yes, / .

11 is / how / that / much / ?

12 do / to / us / what / want / you / do / ?

13 workers / there / many / how / are / ?

14 Monday / next / about / how / ?

15 start / when / your / can / team / ?

16 price / include / the / does / cleaning products / ?

**2** Is each phrase in Exercise 1 a question for a cleaning company (CO), a question for a client (CL) or a response (R)?

**3** Work in pairs. Write a conversation between a cleaning company and a client. Use as many of the phrases from Exercise 1 as possible.

You represent Robert's Cleaning Services. Use the table to ask and answer questions.

| Questions for customer                                                                                                                                                | Information to tell customer                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>How / rooms are / to clean?</p> <p>What / you want the cleaner to do?</p> <p>How / days / you need a cleaner?</p> <p>What time / you want the cleaner to come?</p> | <p>Your company:</p> <ul style="list-style-type: none"> <li>- can clean a small office in two hours a day.</li> <li>- does not clean windows (not in the contract).</li> <li>- charges €20 an hour on weekdays / €25 an hour at the weekend.</li> <li>- charges €3 a week for cleaning products.</li> </ul> |

### Student B

You need a cleaner for your office. Use the table to ask and answer questions.

| Questions for cleaning company                                                                                                    | Information to tell the cleaning company                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>How / time does the cleaner need?</p> <p>How much / you charge?</p> <p>you supply cleaning products?</p> <p>How / is that?</p> | <ul style="list-style-type: none"> <li>- It's a small office, 70 square metres: two offices, a small kitchen and toilet.</li> <li>- Cleaning tasks: clean the floor, clean the kitchen and toilet, clean the desks and clean the windows.</li> <li>- You want a cleaner three days a week (Tuesday, Thursday and Saturday) after 6 p.m.</li> </ul> |

**1 Put the words in the correct order to make questions.**

1 the weekend / come / at / can / the builders / ?

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2 many / are / there / how / chefs / ?

---

3 before / how / arrive in the office / about / coming / people / ?

---

4 the dishes / wash / the cleaners / can / ?

---

5 time / how / need / much / the engineers / do / ?

---

6 equipment / do / provide / you / ?

---

7 include / does / materials / the price / ?

---

8 can / start / your team / when / ?

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**2**  2.03 **Match the questions in Exercise 1 (1-8) with the answers (a-h). Then listen and check.**

- |                                                               |       |
|---------------------------------------------------------------|-------|
| <b>a</b> No, I'm sorry, we don't.                             | _____ |
| <b>b</b> Yes, that's fine. We can come at 7 a.m.              | _____ |
| <b>c</b> How about Monday next week?                          | _____ |
| <b>d</b> No, I'm sorry. They only work from Monday to Friday. | _____ |
| <b>e</b> Yes, it does. They are included in the price.        | _____ |
| <b>f</b> There are four in total.                             | _____ |
| <b>g</b> They usually fix this problem in one or two hours.   | _____ |
| <b>h</b> Yes, they can.                                       | _____ |

**3**  2.04 Complete the dialogues with the words in the box. Then listen and check.

about come do how is many need place there time weekend what

- 1 **A:** \_\_\_\_\_ do you want the cleaners to \_\_\_\_\_ ?  
**B:** Clean the floors and empty the bins.
- 2 **A:** \_\_\_\_\_ many meeting rooms are \_\_\_\_\_ ?  
**B:** There are three.
- 3 **A:** How \_\_\_\_\_ days do you \_\_\_\_\_ a cleaner?  
**B:** Three days a week.
- 4 **A:** What \_\_\_\_\_ do you want the cleaner to \_\_\_\_\_ ?  
**B:** After we finish work.
- 5 **A:** \_\_\_\_\_ there a \_\_\_\_\_ for the cleaning equipment?  
**B:** Yes, there is a cupboard in this office.
- 6 **A:** How \_\_\_\_\_ coming at the \_\_\_\_\_ ?  
**B:** No, I'm sorry, we can't.

**Student A**

**You need a catering service for your office party. Use the table to ask and answer questions.**

| Questions for the catering company                                                                                                       | Information to tell the catering company                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| How many catering staff / there?<br>/ they clean the office after the party?<br>/ you supply plates and glasses?<br>How / do you charge? | <ul style="list-style-type: none"><li>- You want a cold buffet for twenty-five people.</li><li>- The party is at 1 p.m. next Friday.</li><li>- You have a kitchen where the catering staff can work.</li><li>- You want the catering staff to clean the room after the party.</li></ul> |

### Student B

You represent a catering service. A new client wants catering for an office party. Use the table to ask and answer questions.

| Questions for the client                                                                                                                                              | Information to tell the client                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| you want a hot or cold buffet?<br>How / people / there for the party?<br>What day / the party?<br>What time / the party?<br>/ there a kitchen at the client's office? | Your company:<br>- can provide hot and cold buffets.<br>- provides two catering staff for cold buffets and three for hot buffets for groups of 20-30.<br>- does not clean rooms after a party.<br>- provides all plates and glasses.<br>- charges €20 per person for cold buffets and €27 for hot buffets. |

### Work in pairs. Role-play these situations.

- 1 The Managing Director of Cargo Printing calls a customer to arrange a meeting next week. The MD suggests a time and date. The customer agrees.
- 2 The MD calls a supplier and suggests a meeting on Friday 20th March. The date and time are not suitable for the supplier. The supplier suggests another date and time. The MD agrees.
- 3 A customer leaves a message for the MD. The customer was ill and missed a meeting at 9.30 a.m. The customer will call the MD later in the day.

#### Role card A

- 1 Hi, it's \_\_\_\_\_ (your name).
- 2 fine. / free / tonight?
- 3 How about / go / The Strings concert?
- 4 on / Q Club / 10.00.  
What about / meet / 8.00?
- 5 OK, see / then.

#### Role card B

- 1 Hi, \_\_\_\_\_ (Student A's name),  
how are you?
- 2 Yes, / am. What / want / do?
- 3 / good. Where / on?
- 4 Sorry, / busy at 8.00. How about /  
meet / 9.30?
- 5 Bye!

### Role card 1

What/Where/When:

*Rosy Cinema*

*'In the middle of winter'*

*Film 20.30*

Suggest meet: 19.00

Meet: 20.15

### Role card 3

What/Where/When:

*New café*

*Le Greasy Spoon*

*Breakfast*

Suggest meet: 7.00

Meet: 9.30

### Role card 2

What/Where/When:

*New club*

*Jumpin' Joe's*

*Dancing*

Suggest meet: 8.00

Meet: 11.30

### Role card 4

What/Where/When:

*Rock bar*

*Band: Bass Line*

*Doors open 18.00, Show 19.30*

Suggest meet: 17.30

Meet: 18.30