Ms. Clara: Good morning. I have a few clothes that need to be cleaned. Do you have ..... laundry?

Rian: Yes, ma'am. Our..... service can return your clothes within 4 hours with an additional charge.

Ms. Clara: Perfect. I need them before my meeting this afternoon. Also, please check the..... on my blazer. It may need to be..... instead of washed.

Rian: Understood, ma'am. We always check the care ..... before processing any item. What time should we schedule the ..... ?

Ms. Clara: Please come in 10 minutes. And can you make sure the clothes are also.....?

Rian: Absolutely. We'll handle them carefully and return them clean, pressed, and ..... on time.

ready

dry clean

ironed

labels

express

express

pick up

tags

LIVEWORKSHEETS

Mr. Budi: Hello, Miss. I have some clothes I'd like to send to the laundry. But I have a question.

Tari: Of course, sir. How can I help you?

Mr. Budi: One of my shirts is made of silk. Can you make sure it won't be damaged?

Tari: Thank you for informing me, sir. For delicate fabrics like silk, we use a mild detergent and hand-wash method. We won't use the regular machine wash.

Mr. Budi: That's good to know. I also have some white shirts. Please make sure they stay white.

Tari: Certainly, sir. For your white shirts, we'll use a special detergent with brightening agents, but still safe for the fabric. Do you need them back by today?

Mr. Budi: Yes, if possible. Before 6 PM.

Tari: Understood, sir. We'll process them immediately and deliver them before evening.

1. Why did Mr. Budi ask about the silk shirt?

a. He wanted to iron it himself
b. He was concerned about the detergent and washing method
c. He wanted it to be dyed a new color
d. He was unsure if the laundry service accepts shirts

2. What detergent will most likely be used for the white shirts?

a. Dish soap
b. Mild hand soap
c. Detergent with bleach
d. Fabric softener only

3. What is the correct handling for silk fabric in laundry service?

a. Use hot water and bleach
b. Machine wash with regular detergent
c. Hand-wash with mild detergent
d. Dry clean with heavy chemicals

LIVEWORKSHEETS

Mrs. Emily: Excuse me, are you from the laundry section?

Bayu: Yes, ma'am. How can I help you?

Mrs. Emily: I sent a black blouse for laundry yesterday, and now the color looks faded. This is a designer item!

Bayu: I'm really sorry to hear that, ma'am. Let me check the laundry log and the detergent used for your item.

Mrs. Emily: Was it washed with bleach or something too strong?

Bayu: I will confirm, but we normally avoid strong detergent for colored fabrics. It's possible that the wrong detergent was used by mistake. I truly apologize.

Mrs. Emily: This is disappointing. I expect more careful handling next time.

Bayu: Understood, ma'am. We will take full responsibility and review our procedures to prevent this in the future. May I offer free pressing service for your other items today?

Mrs. Emily: That would be appreciated.

1. What was Mrs. Emily's complaint?

a. Her clothes were missing
b. Her blouse was faded after laundry
c. The laundry was delivered late
d. Her blouse was not ironed

2. What detergent should be avoided for colored clothes?

a. Mild detergent
b. Fabric softener
c. Detergent with bleach
d. Shampoo

3. What was Bayu's professional response to the complaint?

a. He ignored the guest
b. He blamed another staff member
c. He apologized and offered a follow-up solution
d. He asked the guest to wash her own clothes

LIVEWORKSHEETS