

NAME: \_\_\_\_\_



## Listening

- 6 Listen to a conversation between a sales associate and a customer. Mark the following statements as true (T) or false (F).
- 1 ☐ The customer needs Phillips and flathead screwdrivers.
  - 2 ☐ They do not sell hand tools individually.
  - 3 ☐ Buying tools in a set is less expensive than buying them one at a time.

## Writing

- 9 Use the conversation to fill out the customer feedback form.

Bob's Hardware

### Customer Feedback Form

Customer name: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Items purchased: \_\_\_\_\_

What did our employee help you with?  
\_\_\_\_\_  
\_\_\_\_\_

Was our employee helpful? Y / N



## Listening

- 6 Listen to a conversation between a customer and a tool company employee. Mark the following statements as true (T) or false (F).
- 1 ☐ The man calls to get help choosing tools.
  - 2 ☐ The man orders several pipe wrenches.
  - 3 ☐ The man needs hand saws and hacksaws.

## Writing

- 9 Use the conversation to fill out the tool company order form.



### Grasser HAND TOOLS Order Form


Customer name \_\_\_\_\_ Date \_\_\_\_\_

Qty	Item
_____	_____
_____	_____
_____	_____

NAME: \_\_\_\_\_



## Listening

- 6  Listen to a conversation between a mechanic and a customer. Choose the correct answers.
- 1 What is the conversation mainly about?  
A an explanation of a repair  
B an estimate of repair costs  
C a set of maintenance instructions  
D a description of a broken appliance
  - 2 What can you infer about the new bolts?  
A They do not require washers.  
B They cost less than the old bolts.  
C They are a higher grade than the old bolts.  
D They are specially made for air conditioners.

## Writing

- 9 Use the conversation to fill out the mechanic's invoice.



### Granderson Mechanics and Repair

## Summary of Services

Item repaired: \_\_\_\_\_

Problem with item: \_\_\_\_\_

Description of repairs: \_\_\_\_\_