

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: _____