

CLB 3 Speaking Practice Dialogue-Skill Using

1. Landlord: BDC Property Management. Mr. Tony speaking.
2. Tenant: _____
(greet/identify yourself)
3. Landlord: Hello _____ What is the problem?
4. Tenant: _____
(say why you are calling/describe the problem)
5. I'm sorry to hear that. When did the problem start?
6. Tenant: _____
(say how long you had the problem/make a request)
7. Okay, I will call someone to come as soon as possible.
8. Tenant: _____
(close politely)
9. Landlord: You're welcome.

Use these problems to practice the dialogue

Problem: faucet is dripping

Concerns: wastes water,
noisy, annoying

How Long: 1 week

Problem: ants in the kitchen

Concerns: might get into the
food

How Long: a few days

Problem: stove not working

Concerns: can't cook

How Long: since yesterday

Problem: Outside security
lights not working

Concerns: safety at night

How Long: two days