

JJ: Yes. I'd also like some plywood, item numbers HB392, four pieces, and HB396, nine pieces.  
 ES: HB392, four pieces, and HB396, nine pieces.  
 JJ: Yes, that's right.  
 ES: Anything else?  
 JJ: Yes, one more thing. I'd like some timber, please. Item number XP6754. Is it in stock?  
 ES: Just one moment. I'll check.  
 JJ: Thank you.  
 ES: No, I'm sorry. We're out of stock. We expect some next week.  
 JJ: No problem.  
 ES: OK, thank you. Is that for delivery or pick-up?  
 JJ: Pick-up, please. Is tomorrow morning OK?  
 ES: Yes, that's fine. So that's for pick-up on the 8th of July. Thank you very much.  
 JJ: Thank you.  
 ES: Just one more thing. Your order number is GGC33471. I'll send you an email to confirm.  
 JJ: That's great. Thank you. Goodbye.  
 ES: Thank you. Bye.

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[ES = Ernest Smith; JJ = Jenny Jones]  
 ES: Smith and Sons Construction Supplies. Customer services, Ernest Smith speaking.  
 JJ: Hello, this is Jenny Jones from Apex Building. I'd like to change an order, please.  
 ES: Certainly. Just a moment, please. OK, go ahead.  
 JJ: My customer number is 25673929. The order number is GGC33471.  
 ES: OK. What's the change?  
 JJ: The item number is HB392, that's plywood. I ordered four pieces but we now need eight pieces.  
 ES: OK, so change the order to eight pieces?  
 JJ: Yes, that's right.  
 ES: Anything else?  
 JJ: No, that's all. Thank you.  
 ES: OK, thank you. Goodbye.  
 JJ: Goodbye.

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[I = Isaac; A = Alex]  
 I: Hi, Alex. How's it going?  
 A: Hi, Isaac. Good, thanks. And you?  
 I: Yes, all good. Alex, I need some electrical supplies. Do you have a spare roll of insulating tape in your toolbox?  
 A: Let's see. Yes, I do. Here you are.  
 I: Thank you very much. That's great.  
 A: You're welcome.  
 I: Do you have an extension cable?  
 A: Yes, I think I do.  
 I: I need fifteen metres.  
 A: Fifteen metres? I only have five metres.  
 I: Oh, that's fine for now, thanks. One last thing. Can I borrow your drill?  
 A: No, I'm sorry. It's broken.  
 I: OK, I'll ask Tom. Thanks, anyway.  
 A: No problem.

### ▶ 25

A: Can you tell me about wall insulation?  
 B: Sure. There are two types of wall insulation: cavity and solid. Both types provide thermal and acoustic insulation.

A: What's the difference?  
 B: Let me explain. Sometimes walls are solid, so the insulation is on the outside of the wall. This is solid wall insulation.

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A: And cavity wall insulation?  
 B: Sometimes walls have two parts: an inner wall and an outer wall. Cavity wall insulation means that the insulation material is inside the wall.  
 A: Ah, OK. So solid wall is outside and cavity wall is inside?  
 B: Yes, exactly.  
 A: OK, I understand. And what types of insulation do you use for cavity wall insulation?  
 B: Our company uses three types of cavity wall insulation to fill the gap: foam, mineral wool, or polystyrene beads.  
 A: What about pipes?  
 B: For pipes, we normally use felt tape or foam tubing.  
 A: I see. Thank you.

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A: Let's check the list.  
 B: OK. First question. How's the concrete?  
 A: The concrete on the second floor is still liquid.  
 B: What about the first floor?  
 A: The concrete on the first floor is solid.  
 B: That's good. What about the paint?  
 A: The paint is OK. It's all dry.  
 B: Yes, today was nice and hot. Perfect for paint.  
 A: Is the concrete aggregate all right?  
 B: No, it's too coarse.  
 A: I'll speak to the supplier.  
 B: Thanks.  
 A: And the scaffolding. Is it up?  
 B: No, the scaffolding is heavy and the ground is too soft. We need timber to make mudsills.  
 A: OK.  
 B: Oh, and one last thing. You know the new toolboxes?  
 A: Yes.  
 B: They're too small.  
 A: No way!

## Unit 5 On site

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- I examine plans and check buildings. I test electrical and plumbing systems, and make sure that buildings are safe. I'm a building inspector.
- I work on building sites. I install or replace roofing systems. Sometimes I erect scaffolding. I'm a roofer.
- I design buildings. I work in an office. I co-ordinate construction drawings and specifications from different subcontractors. I'm an architect.
- I work on building sites. I lift equipment and materials. I also maintain my crane. I'm a crane operator.
- I work in buildings. I install water pipes and drainage systems. I'm a plumber.