

John and his new house



My friend John has just moved into a new house.

He likes his new house but there are a lot of problems.

Exercise 1

Look at the list of problems. Who can help him? Match the service people to the problems.

Example: The toilet is blocked. = Plumber

roofer	gas engineer	plumber	carpet cleaner	electrician
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Problem	Who can help?
1. The sink is leaking.	
2. There is a hole in the roof.	
3. The carpets are dirty.	
4. The lights don't work.	
5. The central heating doesn't work.	

John is new to the area so he doesn't know any companies to call.

Exercise 2

Where should he look for names of companies? Tick 1.

- a. Address book
- b. Yellow Pages
- c. Diary

Exercise 3

How is the information ordered in the Yellow Pages? Tick 1.

- a. Chronological order (dates)
1 Jan 1990, 3 May 1994
- b. Numerical order (numbers)
12345678
- c. Alphabetical order (like on your phone!)
ABCDEFGH

Exercise 3

John wants to find these services in the Yellow Pages. Put them into alphabetical order.

	Alphabetical order
gas engineer	1. Carpenter
window cleaner	2.
roofing services	3.
carpenter	4.
garden centre	5.
plumber	6.
electrician	7.

Phoning for help



John is very busy. He would like you to make some appointments for him. I called a roofer .

Exercise 4

Look at this conversation.

Number the sentences in the right order.



Can you help me? My friend John's house has a hole in the roof.	
<i>What's your name?</i>	
Thank you very much.	
<i>What's his address?</i>	
<i>OK. I'll be there at 1 o'clock.</i>	
<i>Good morning. Dave's Roofing Services.</i>	1
Laura Porter	
37 West Street. W-E-S-T	

Exercise 5

Look at this conversation.

Number the sentences in the right order.



Hello. Is that South East Plumbers?	1
My sink is blocked.	3
Yes. How much is the call out fee?	
What's your name?	
OK.	
Anjana Thapa.	
It's 07589 125896.	
Bye.	
Yes. How can I help you?	
OK. I'll see you tomorrow at 10. Bye.	
Can I have your phone number?	
What's your address?	
There's no call out fee but it's £30 to fix your sink.	
OK. I'll come at 10 am tomorrow. Is that OK?	
45, Frances Street. The postcode is SE18 7HG.	