

9) **Question words:** To interact with customers you are expected to ask and answer questions. Complete the following challenge by writing its corresponding meaning!

Qué / Cual - Cuando - De quién - Dónde - Cómo - Qué - Por qué - Quién

-**Who** is she?
-**What** do you sell?
-**Which** area do you prefer?
-**When** can I visit the house?
-**Where** is the appointment?
-**Why** is the customer late?
-**How** can I pay that?
-**Whose** is this property deed?

Now, choose the correct answer:

Real estate. - Christine, the lawyer. - In the house. - Because of a traffic jam. - Cash or with credit card.
- It's mine. - The city centre. - On 1st January.

10) Read this part of a dialogue. Can you guess the meaning of the words in **bold** in Spanish?

- A: ... "**How much** is the house?"
- B: "It's \$150.000"
- A: "**How many** rooms has the house got?"
- B: "It has got 4 rooms"
- A: "**How old** is the house?"
- B: "It's 50 years old"
- A: "**What time** can I visit the property?"
- B: "At 6 o'clock on Monday, can you?"...

Think: Who can ask each of the questions above?...
A customer or a realtor, real estate agent/broker?



Let's stop again! Think: Analyze all questions explored so far:

Which questions are aimed at getting information and which ones are aimed at getting a yes/no answer? Extract two questions from the previous pages and write them in the correct column.

YES/NO QUESTIONS	QUESTIONS TO GET MORE INFO

11) Now we will get to know other people in the real estate market!
Read the 3 profiles and complete the chart

Anna, 38

I work in an architecture company as an appraiser. My working hours are from 8 am to 5 pm, Monday to Friday. I have a one hour lunch break at 12.30. The routine is the same every day. My job is very boring but the pay is good. My colleagues and I aren't friends because we haven't got time to speak, but I have got many friends outside work.


Tony, 29

I'm an auctioneer. I work a 40-hour week. We have got flexible hours so I can start and finish when I want. If I have many auctions, I work overtime. My extra hours are well paid. There are always problems to solve. I earn a good salary. But my job doesn't rule my life. I like to do different things in my free time.


Erika, 25

I'm a realtor in large real estate agency. My working hours are approximately 60 or 70 a week. The work is really interesting but it is stressful. I love showing properties. I haven't got free time for a social life. When I get home, I'm very tired to do other activities except have dinner or watch TV.

	Job	Good things about his/her job
Anna		
Tony		
Erika		

12) Read the text about Anna again and answer the questions.

a- Where does Anna work?

.....

b- Does Anna work from 8 am to 4 pm?

.....

c- Is her job very interesting?

.....

d- Is the pay good?

.....

Think: Which of the questions above were aimed at getting a YES/NO answer?
Which of them were aimed at GETTING MORE INFORMATION?