



Working for a Home Renovation Company.



Project : Your boss from a home renovation company has just had an appointment with an English customer who wants to renovate part of the cottage he owns in France. Help your boss with your English to make the estimate and send it to the customer.

Séance 1. What is the mission ?

I – Read the situation above and identify your mission filling the chart :

Country	
Type of Company	
My status	
My interlocutors	
The situation	
My mission	

II – What are the steps to complete the mission ? Tick the required actions

- ☐ Knowing how to write a professional email.
- ☐ Being aware of chemical hazards.
- ☐ Understanding what the customer wants to renovate.
- ☐ Asking your boss about safety tips.
- ☐ Knowing the English vocabulary used for cost estimates.
- ☐ Calling the customer and tell him your boss can't speak English.
- ☐ Understanding and making an estimate in English.
- ☐ Taking a measurement.
- ☐ Communicating to the customer information related to the renovation project.
- ☐ Asking English craftsmen to do the job.
- ☐ Understanding what kind of renovation the customer wants.
- ☐ Campaigning for renovation.
- ☐ Translating from English to French to let your boss know what the customer wants.

III – Write the selected actions (ex II) in the right boxes

Step 1 : Understand what the customer wants	
Step 2 : Get the estimate in English	Step 3 : Write an email in English