Making agreements

1 Look at the photos and the phrases. Do you have a cleaning service where you work, live or study? What do cleaners do?


clean the floor


empty the bins


clean the desks


vacuum the carpet


wash dishes/cups

2 ▶ 2.4.1 Izabela, an office manager, has a meeting with Robert, a cleaning company owner. They discuss a cleaning contract. Watch the video. In what order do they talk about these things? Number the items 1–5.

a the cost of the service ____
b the working days ____
c the cleaning tasks ____
d the description of the office ____
e the working hours ____

LIVEWORKSHEETS

3 **Watch the video again and complete Robert's notes with a word, number or phrase.**

ROBERT'S CLEANING SERVICES

- *Places to clean: reception area, one big office, two [1]_____ , a staff kitchen on the first floor; one big office, four individual [2]_____ on the second floor; two staff toilets (one on each floor) and the stairs.*
- *Jobs to do: clean the desks; empty the bins and [3]_____ , clean the toilets, the kitchen area and wash the coffee cups.*
- *Days of work: [4]_____*
- *Hours of work: Before [5]_____ a.m.*
- *Total hours of contract [6]_____ (per day), [7]_____ (per week).*
- *Agreed price: [8]£_____ including charge for the cleaning products.*
- *Cleaning equipment in the cupboard in the [9]_____ .*

4 **Match the questions with the answers. Watch the video again and check your answers.**

1 What do you want the cleaner to do, exactly?	**a** It's usually one cleaner for an office this size.
2 Can the cleaner wash the coffee cups?	**b** About three hours a day.
3 Do you want us to clean the windows?	**c** How about next Monday?
4 How many cleaners are there?	**d** Yes, of course.
5 How much time does the cleaner need?	**e** No, we have a specialist company to clean the windows.
6 Does the price include cleaning products?	**f** Clean the desks, empty the bins and clean the floors.
7 How much is that?	**g** No, it doesn't. There's a small charge for those.
8 When can the cleaner start?	**h** It's ten pounds a week.

MAKING AGREEMENTS

Asking about the company's service

How many [workers / chefs] are there?

How about (coming) [before / after] [8 o'clock / we start work]?

Can [you / your team] do that?

How much time do you need?

Can [you/your team] provide the [materials / plates / cleaning products]?

How much is that [for fifteen / twenty hours a week]?

Does the price include [materials / cleaning products / delivery]?

When can [you / your team] start?

LIVEWORKSHEETS

Asking the client questions

What do you want [the cleaner / us] to do (exactly)?

How many [days / hours] do you need the [cleaning / catering] service?

What time do you want the [cleaner / chef] to come?

Is there a place for the [cleaning products / materials]?

How about [on Monday / on the 14th]?

Saying yes	**Saying no**
Yes, we can. / Yes, it does.	No, we can't. (I'm sorry).
Yes, that's fine/right. / Yes, of course.	No, it doesn't. (I'm sorry).

4 Match these question halves.

1 What do you want	**a** coming before 7 a.m.?
2 How about	**b** time do the chefs need?
3 How many	**c** include materials?
4 What time do	**d** a place for the materials?
5 How much	**e** you want us to come?
6 Does the price	**f** start?
7 When can you	**g** workers are there?
8 Is there	**h** the staff to do, exactly?

5 Match the answers (a–h) with questions 1–8 from Exercise 4.

a How about 5.30 p.m.?

b No, it doesn't. There's an extra charge for those.

c We can't. I'm sorry.

d How about next week?

e Cook and serve the food, provide drinks, clear the tables and wash the dishes.

f Yes, there is a room on the first floor.

g It's usually five workers for a house this size.

h About five hours.

LIVEWORKSHEETS

1 Put the words in the correct order to make questions and responses.

1 do / days / how / cleaning service / a / many / need / you / the / ?
_____ CL

2 work / how about / we / before / coming / start / ?
_____

3 can't / I'm / we / sorry / no, / .
_____

4 there / are / offices / many / how / ?
_____

5 cleaner / the / time / what / come / want / you / do / to / ?
_____

6 fine / yes, / that's / .
_____

7 do / can / that / team / your / ?
_____

8 the / wash / can / coffee cups / cleaner / the / ?
_____

9 doesn't / no, / it / .
_____

10 can / we / yes, / .
_____

11 is / how / that / much / ?
_____

12 do / to / us / what / want / you / do / ?
_____

13 workers / there / many / how / are / ?
_____

14 Monday / next / about / how / ?
_____

15 start / when / your / can / team / ?
_____

16 price / include / the / does / cleaning products / ?
_____

2 Is each phrase in Exercise 1 a question for a cleaning company (CO), a question for a client (CL) or a response (R)?

3 Work in pairs. Write a conversation between a cleaning company and a client. Use as many of the phrases from Exercise 1 as possible.

LIVEWORKSHEETS

You represent Robert's Cleaning Services. Use the table to ask and answer questions.

Questions for customer	Information to tell customer
How / rooms are / to clean? What / you want the cleaner to do? How / days / you need a cleaner? What time / you want the cleaner to come?	Your company: – can clean a small office in two hours a day. – does not clean windows (not in the contract). – charges €20 an hour on weekdays / €25 an hour at the weekend. – charges €3 a week for cleaning products.

Student B

You need a cleaner for your office. Use the table to ask and answer questions.

Questions for cleaning company	Information to tell the cleaning company
How / time does the cleaner need? How much / you charge? you supply cleaning products? How / is that?	– It's a small office, 70 square metres: two offices, a small kitchen and toilet. – Cleaning tasks: clean the floor, clean the kitchen and toilet, clean the desks and clean the windows. – You want a cleaner three days a week (Tuesday, Thursday and Saturday) after 6 p.m.

LIVEWORKSHEETS

1 **Put the words in the correct order to make questions.**

1 the weekend / come / at / can / the builders / ?

_____

2 many / are / there / how / chefs / ?

_____

3 before / how / arrive in the office / about / coming / people / ?

_____

4 the dishes / wash / the cleaners / can / ?

_____

5 time / how / need / much / the engineers / do / ?

_____

6 equipment / do / provide / you / ?

_____

7 include / does / materials / the price / ?

_____

8 can / start / your team / when / ?

_____

2 2.03 **Match the questions in Exercise 1 (1–8) with the answers (a–h). Then listen and check.**

a No, I'm sorry, we don't. ___

b Yes, that's fine. We can come at 7 a.m. ___

c How about Monday next week? ___

d No, I'm sorry. They only work from Monday to Friday. ___

e Yes, it does. They are included in the price. ___

f There are four in total. ___

g They usually fix this problem in one or two hours. ___

h Yes, they can. ___

LIVEWORKSHEETS

3 2.04 **Complete the dialogues with the words in the box. Then listen and check.**

about	come	do	how	is	many	need	place	there	time	weekend	what

1 **A:** _____ do you want the cleaners to _____ ?
B: Clean the floors and empty the bins.

2 **A:** _____ many meeting rooms are _____ ?
B: There are three.

3 **A:** How _____ days do you _____ a cleaner?
B: Three days a week.

4 **A:** What _____ do you want the cleaner to _____ ?
B: After we finish work.

5 **A:** _____ there a _____ for the cleaning equipment?
B: Yes, there is a cupboard in this office.

6 **A:** How _____ coming at the _____ ?
B: No, I'm sorry, we can't.

Student A

You need a catering service for your office party. Use the table to ask and answer questions.

Questions for the catering company	Information to tell the catering company
How many catering staff / there?	– You want a cold buffet for twenty-five people.
/ they clean the office after the party?	– The party is at 1 p.m. next Friday.
/ you supply plates and glasses?	– You have a kitchen where the catering staff can work.
How / do you charge?	– You want the catering staff to clean the room after the party.

LIVEWORKSHEETS

Student B

You represent a catering service. A new client wants catering for an office party. Use the table to ask and answer questions.

Questions for the client	Information to tell the client
you want a hot or cold buffet? How / people / there for the party? What day / the party? What time / the party? / there a kitchen at the client's office?	Your company: – can provide hot and cold buffets. – provides two catering staff for cold buffets and three for hot buffets for groups of 20–30. – does not clean rooms after a party. – provides all plates and glasses. – charges €20 per person for cold buffets and €27 for hot buffets.

Work in pairs. Role-play these situations.

1 The Managing Director of Cargo Printing calls a customer to arrange a meeting next week. The MD suggests a time and date. The customer agrees.

2 The MD calls a supplier and suggests a meeting on Friday 20th March. The date and time are not suitable for the supplier. The supplier suggests another date and time. The MD agrees.

3 A customer leaves a message for the MD. The customer was ill and missed a meeting at 9.30 a.m. The customer will call the MD later in the day.

Role card A

1 Hi, it's _____ (your name).
2 fine. / free / tonight?
3 How about / go / The Strings concert?
4 on / Q Club / 10.00. What about / meet / 8.00?
5 OK, see / then.

Role card B

1 Hi, _____ (Student A's name), how are you?
2 Yes, / am. What / want / do?
3 / good. Where / on?
4 Sorry, / busy at 8.00. How about / meet / 9.30?
5 Bye!

LIVEWORKSHEETS

Role card 1

What/Where/When:

Rosy Cinema

'In the middle of winter'

Film 20.30

Suggest meet: *19.00*

Meet: *20.15*

Role card 3

What/Where/When:

New café

Le Greasy Spoon

Breakfast

Suggest meet: *7.00*

Meet: *9.30*

Role card 2

What/Where/When:

New club

Jumpin' Joe's

Dancing

Suggest meet: *8.00*

Meet: *11.30*

Role card 4

What/Where/When:

Rock bar

Band: Bass Line

Doors open 18.00, Show 19.30

Suggest meet: *17.30*

Meet: *18.30*

LIVEWORKSHEETS