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| 1. | A: You look worried. What’s the matter? B: I’m having trouble with my sink. A: Are you trying to fix it? B: Yes, but it’s still leaking. A: Maybe you should call a plumber. B: You’re probably right. | 2. | A: Ace Plumbing Company. B: Hello. Do you fix kitchen sinks? A: Yes, we do. What’s your problem? B: My drain is stopped up. I can’t fix it. A: We can send a plumber over there tomorrow morning. Is 9:30 AM okay? B: Oh, that’s great. I’ll be waiting at 9:30 tomorrow. |
| 3. | A: This light doesn’t work. B: Are you trying to repair it? A: Yes. I’m trying to, but I can’t. B: Perhaps you should call an electrician. A: I want to, but I don’t know any electricians. B: My friend Jose is a good electrician. You should call him. | 4. | A: Eel Electrical Systems. B: Hello. My kitchen light does not work? A: We can fix that. Is the problem only the light? B: Yes. It is not the circuit breaker. I checked. A: We can send an electrician over there tomorrow afternoon. Is 1:30 PM okay? B: Oh, that’s great. I’ll be waiting at 1:30 tomorrow. |
| 5. | A: Splat Pest Control. How may I help you? B: My attic is filled with roaches.  A: No problem. We can send an exterminator. B: How much do you charge? A: It is $80 for the first visit. Then we will give you a follow-up visit every two months for only $50 each visit. B: Can you come only one time?  A: Yes, but that will be $100.  B: Thank you for the information. I will talk with my spouse and call you back. | 6. | A: Hello. Manager. B: Hello? This is Jim Jones in Apartment #25. A: Yes, Mr. Jones. How can I help you? B: My oven doesn’t work. A: Okay. We’ll send someone to check it.  B: Thanks very much. When can they come?  A: This afternoon between 2 and 4 pm.  B: OK. I will wait for them today between 2 pm and 4 pm. |
| 7. | A: I can’t fix your oven, Mr. Jones. B: You can’t fix it? Why not? A: I think we need to replace your stove. B: Why do you need to replace it? A: Your stove is too old. The parts are worn. B: I hope you can replace it soon. I need a stove! | 8. | A: Hello. May I speak to the landlord? B: Speaking. How may I help you? A: I have a leaky faucet in the bathroom. B: You need to tighten the handle. A: I did that. The faucet still leaks. B: I’ll send a plumber over there immediately. |
| 9. | A: I have another problem here. B: Another problem? All right, what is it? A: My front door doesn’t close. B: I’ll send my brother over there right away. A: I don’t want him. I want a carpenter. B: My brother is a carpenter. A: Oh, he is? That’s great. B: I’m sure he can fix your front door. | 10. | A: I’m sorry to bother you again. B: What’s the problem this time? A: It rained very hard last night, you know. B: Don’t tell me. There’s a leak in your ceiling. A: Yes. It’s very bad. I have to use a bucket. B: I’m angry because the roof is only two years old. A: Can you please do something about it? B: I’ll send a roofer over there today. |