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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. |