

John and his new house

This is my friend John.



He has just moved into a new house.

He likes his new house but there are a lot of problems.

Exercise 1

Look at the list of problems. Who can help him?
Match the service people to the problems.

Example: The toilet is blocked. = Plumber

roofer	gas engineer	plumber	carpet cleaner	electrician
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Problem	Who can help?
1. The sink is leaking.	
2. There is a hole in the roof.	
3. The carpets are dirty.	
4. The lights don't work.	
5. The central heating doesn't work.	

John is new to the area so he doesn't know any companies to call.

Exercise 2

Where should he look for names of companies?

- a) Address book
- b) Yellow Pages
- c) Diary

Exercise 3

How is the information ordered in the Yellow Pages?

- a) Chronological order (dates)
1 Jan 1990, 3 May 1994, . . .
- b) Numerical order (numbers)
1, 2, 3, 4, 5, 6, 7, 8, . . .
- c) Alphabetical order (letters)
A, B, C, D, E, F, G, H, . . .

Exercise 4

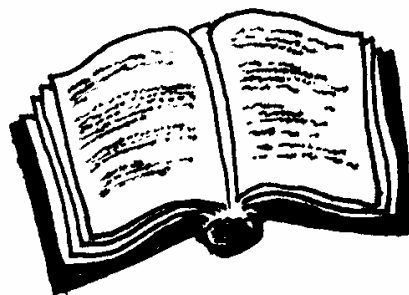
John wants to find these services in the Yellow Pages.
Put them into alphabetical order.

	Alphabetical order
gas engineer	1.
window cleaner	2.
roofing services	3.
carpenter	4.
garden centre	5.
plumber	6.
electrician	7.

Exercise 5

Look in the Yellow Pages. Find the services John needs.
Choose a company for John to call. Write the name of the company, its
telephone number and the page number of the advertisement.

Service	Company name	Telephone number	Page
carpenter			
electrician			
garden centre			
gas engineer			
plumber			
roofing services			
window cleaner			



Phoning for help

John is very busy. He would like you to make some appointments for him.

I called a roofer earlier today and this is the conversation we had.

Exercise 6

Look at this conversation.

Number the sentences in the right order.

Can you help me? My friend John's house has a hole in the roof.	
<i>What's your name?</i>	
Thank you very much.	
<i>What's his address?</i>	
<i>OK. I'll be there at 1 o'clock.</i>	
<i>Good morning. Dave's Roofing Services.</i>	1
Laura Porter	
37 West Street. W-E-S-T	

Exercise 7

Now practice with a partner making phone calls to book appointments for John. Write the appointments in his diary.

He needs appointments with:

- a plumber - the sink is leaking.
- a carpet cleaner - the lounge carpet is dirty
- an electrician - the lights don't work
- a gas engineer - the central heating doesn't work.

This is the model conversation.

Serviceman	Hello. [name of company]
You	Can you help me? My friend John's [problem]
Serviceman	What's his address?
You	37 West Street. W-E-S-T
Serviceman	What's your name?
You	My name's
Serviceman	OK. I'll be there at . . . [time]
You	Thank you very much.

Remember: When calling a gas engineer ask if they are CORGI registered!

John's appointment diary	
9.00	2.00
10.00	3.00
11.00	4.00
12.00	5.00
1.00 Roofer (Dave's Roofing Services)	6.00