



Unit 18 Dealing with customers

Task 07

- Announcer: Listen to the dialogue of Marvin's boss and a customer.
- Boss: Good afternoon. What can I do for you?
- Customer: Good afternoon. I want to replace our balcony railing. I pass by your workshop every day on the way to the office and I wanted to ask if you do that kind of work.
- Boss: Certainly sir. Please follow me to my office. ...
What you see here is our workshop and this is our apprentice, Marvin.
- Marvin: Good afternoon.
- Customer: Good afternoon.
- Boss: Please have a seat. Can I offer you anything to drink?
- Customer: No thank you.
- Boss: Have you got any specific ideas, yet?
- Customer: Yes, it's an old house and we have two small children. Now, the current railing has already got cracks in it and it's partly loose.
- Boss: So safety is very important for you.
- Customer: Yes, very. Also people walking along the street should not be able to see onto our balcony.
- Boss: I can understand that. I can show you some pictures of a railing we did last year. The height of the lower covered part can be adjusted according to your needs.
- Customer: What material is this? Is it available in different colours to match my facade?
- Boss: It's stainless steel, so it will last for a long time without any maintenance. I have some examples in our showroom, you can see the real colours there.
- Customer: That's great. What about the price?
- Boss: I'm glad you like it. As the next step I will send someone to measure everything and then we can send you an offer.
- Customer: That sounds great.
- Boss: Please, follow me to the showroom.