



Solution: see Audioscript

Unit 25 Dealing with customers

Task 07. Fill in the missing words from the box.

showroom – colours – ideas – workshop – material – safety – measure – balcony
railing – office – apprentice – cracks – adjusted – stainless steel – offer

- 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 _____. I pass by your _____ 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 _____. ...
What you see here is our workshop and this is our _____, 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 _____, yet?
- Customer: Yes, it's an old house and we have two small children. Now, the current railing has already got _____ in it and it's partly loose.
- Boss: So _____ 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 _____ according to your needs.
- Customer: What _____ is this? Is it available in different _____ to match my facade?
- Boss: It's _____, 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 _____ everything and then we can send you an _____.
- Customer: That sounds great.
- Boss: Please, follow me to the _____.