



## Unit 25 Dealing with customers

### Task 12

- Announcer: Listen to a dialogue between a customer and a roofer visiting the house of a customer.
- Customer: Good morning! Are you from “Roof OK – your master craftsman”?
- Andreas Berger: Yes I am! Actually I am the owner of Roof OK.
- Customer: Oh really, please come in.
- Andreas Berger: So, as far as I understand from our phone call, you bought this house and would like to rebuild the 110 year old roof.
- Customer: That’s right ... it’s really time we did. Some parts have already become dangerously loose.
- Andreas Berger: I see – no problem, that’s why I’m here. Have you decided on any particular material, yet?
- Customer: No, I asked if you could show me samples, on the phone. It has to go with the façade colour.
- Andreas Berger: Oh yes, of course you did! I’ve brought samples of roof tiles with me. In my opinion, a light red would fit perfectly.
- Customer: Hmm, yes that red is certainly nice, but a dark red would be more neutral in this area, wouldn’t you say? ... I’ll take this one.
- Andreas Berger: Yes, I agree ... You’ve made a good choice. Next, I’ll have to look at the actual roof, measure the area to plan the demolishing and assess the new material requirements to calculate the offer. Is it convenient, if I send the offer by email?
- Customer: That’s perfect. If I accept the offer, what happens next?
- Andreas Berger: Well then we’ll agree on a date when we can start the work. We’ll remove the old roof first. It would be good, if you could be a little flexible on the starting date because we need good weather for that. Then we’ll cover everything and start building the new roof. I think we’ll be able to do most of it within a week.
- Customer: Sounds great. Then, I look forward to receiving your offer.
- Andreas Berger: You’ll receive it by the end of this week. Have a nice day! Good bye.
- Customer: Good bye.