



Unit 25 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.