



## Unit 15 What department is that?

### Task 09

Announcer: Dialogue 1

Assistant: Good morning. How can I help you?

Customer: I need a Christmas present for my husband. I was thinking of a new drill.

Assistant: Good choice, madam! I can certainly recommend a cordless drill. The battery charger and a kit box are also included. It is easy to hold as it has a soft grip handle. It can easily drill into masonry, steel and wood. I'm sure your husband will appreciate this gift!

Customer: Is there a guarantee on it?

Assistant: Certainly, madam. The guarantee is for two years.

Announcer: Dialogue 2

Assistant: Good, afternoon. What can I do for you today?

Husband: Well, we are expecting a new baby. We would like to decorate the nursery in some colourful wallpaper.

Assistant: Please follow me to aisle 23. This is where you can find our children's range of wallpaper.

Wife: I really like the Winnie the Pooh one.

Husband: Is it difficult to put up wallpaper? You see, I'm not really good with my hands and I have certainly never wallpapered a room, before!

Assistant: Well, it's not difficult, but there are a few things you must do. Firstly, you must remove the old wallpaper. To do this you fill a bucket with lukewarm soapy water. Use a brush or a sponge to soak the paper and strip it off from the corners.

Secondly, fill any holes in the wall with plaster filler.

Thirdly, draw a vertical line on the wall as your starting point. It is best to use a spirit level to make sure it is perfectly vertical. Mix the paste in a bucket, then spread a length of wallpaper on the paste table and apply the paste evenly. Fold each length of wallpaper over on itself and leave it to soak for a few minutes. This helps prevent blisters. Lastly, hang the wallpaper, starting at the pencilled vertical line. Then smooth it down with a paperhanging brush. Done!



Announcer: Dialogue 3

Jim-Bo: Hey Pete. What are you doing here? What a surprise to run into you at this store – and looking so sharp in your business suit.

Pete: Oh hi, Jim-Bo. Well, my wife Sue and I are going to move into our own house soon. It stands on a plot of land that my grandmother left me when she died. My brother, who's an architect, designed the building and drew the plans. We managed to get planning permission right away, and construction began about a year ago. Right now, the electrician is doing the wiring. Most of the work is being organized and carried out by building contractors, but I want to do some of the jobs myself.

Jim-Bo: Wow – that's cool. I didn't have you down as a handy-man! What are you thinking of doing?

Pete: I was going to insulate the walls with my brother. We've already installed solar panels on the roof to heat our water and double-glazed windows for extra insulation. We hope to save lots of money that way – we'll need it to pay off our new mortgage.