

Talking to Clients: Blocked Drain – A2

English for Plumbers | Everyday Scenarios

Name: _____

Date: _____

Score: _____ / 56

Note: Exercise 8 (Listening) is completed using the interactive online lesson only.

Vocabulary

Word	Meaning	Example
blocked	not able to let water through because something is stuck inside	"The sink is blocked. Water will not go down."
drain	a pipe or hole that carries waste water away	"The drain under the sink is full of grease."
plunger	a rubber cup on a stick used to push a blockage through a pipe	"Try using the plunger first before calling a plumber."
debris	pieces of material such as food, hair or dirt that block a pipe	"The pipe was full of debris from the kitchen."
gurgling	a bubbling sound that water makes when a pipe is partly blocked	"The sink is making a gurgling noise when it drains."
slow	not draining quickly — a sign that a pipe may be partly blocked	"The water is slow to drain. It takes five minutes to empty."
overflow	when water rises above the top of a sink or drain because it cannot flow away	"The bath is starting to overflow because the drain is blocked."
clear	to remove a blockage so that water can flow freely again	"I will clear the blockage and then flush the pipe."
access	a point where you can enter or reach a pipe or drain to work on it	"There is an access point under the sink."
rod	a long flexible pole used to push through a drain and break up a blockage	"I will use the rod to clear the blockage further down the pipe."
manhole	a covered opening in the ground that gives access to underground drains	"Lift the manhole cover and check if the drain is clear."
camera	a small device pushed into a pipe to look for blockages or damage	"I will send a camera down the drain to find the cause."
cause	the reason why something has gone wrong	"The cause of the blockage is a build-up of grease."
unblock	to remove something that is stopping water from flowing	"I need to unblock the pipe before the water can drain."
flush	to push water through a pipe to clean it after clearing a blockage	"Flush the pipe with hot water after you clear the blockage."

Exercise 1 - True or False?

Read each sentence. Write True or False on the line.

1. A blocked drain means water cannot flow through the pipe. _____
2. Gurgling is a sound that means the pipe is completely clear. _____
3. A plunger is used to push a blockage through a pipe. _____
4. Debris is water that overflows from a sink. _____
5. To flush a pipe means to push water through it to clean it. _____
6. An access point is a place where you can reach a pipe to work on it. _____
7. A manhole is a small camera used to look inside pipes. _____
8. To unblock a pipe means to remove the thing that is stopping the water. _____

Exercise 2 - Multiple Choice

Circle the correct word.

1. The water is very ____ to drain. It takes about ten minutes to empty the sink.
flush / clear / slow / blocked
2. There is a ____ sound coming from the drain. The pipe is probably partly blocked.
access / rod / gurgling / overflow
3. I will use the ____ to push the blockage further down the pipe and clear it.
manhole / plunger / camera / debris
4. The ____ of the blockage is a build-up of cooking grease and food.
flush / cause / access / clear
5. Lift the ____ cover and check if the water is flowing underground.
drain / manhole / rod / debris
6. After you clear the blockage, ____ the pipe with hot water.
flush / access / overflow / unblock
7. There is a build-up of ____ in the pipe — food, hair, and grease.
rod / plunger / debris / slow
8. I need to ____ the pipe so the water can start draining normally again.
flush / overflow / unblock / gurgling

Exercise 3 - Matching

Match each word (1-8) with the correct description (A-H).

- | | |
|------------------|---|
| 1. blocked ____ | A. A bubbling sound water makes when a pipe is only partly clear |
| 2. plunger ____ | B. To push water through a pipe to clean it after a blockage is removed |
| 3. gurgling ____ | C. A covered opening in the ground giving access to underground drainage |
| 4. debris ____ | D. Unable to let water through because something is stuck inside the pipe |
| 5. manhole ____ | E. A rubber cup on a stick used to force a blockage through a pipe |

6. rod ____

F. A point where a pipe or drain can be reached to carry out work

7. flush ____

G. Pieces of material such as food, hair or grease that collect in a pipe

8. access ____

H. A long flexible pole pushed into a drain to break up and clear a blockage

Exercise 4 - Gap Fill

Write the correct word in each gap. The word is given in brackets.

1. The sink is _____. Water is not going down at all. (blocked)
2. I can hear a _____ sound from the drain. Something is partly blocking it. (gurgling)
3. I will use the _____ first to see if I can push the blockage through. (plunger)
4. There is a lot of _____ in the pipe — mostly grease and food scraps. (debris)
5. Let me check the _____ point under the sink before I start. (access)
6. If the plunger does not work, I will use the _____ to reach further down. (rod)
7. The _____ of the problem is a build-up of grease over many months. (cause)
8. _____ the pipe with hot water after to make sure it is fully clear. (flush)

Exercise 5 - Word Order

Put the words in the correct order.

1. is / sink / The / blocked

2. I / use / plunger / will / the

3. gurgling / sound / drain / from / is / There / the / a

4. the / cover / and / manhole / drain / Lift / check / the

5. flush / water / hot / pipe / with / the

6. What / the / cause / of / the / blockage / is

7. to / clear / I / rod / the / use / drain / will

8. slowly / very / The / draining / is / water

Exercise 6 - Word Sort

Write each word in the correct column.

Words: gurgling | slow | blocked | flush | plunger | unblock | rod | overflow

Describing the Problem	Tools and Actions
_____	_____
_____	_____
_____	_____
_____	_____

Exercise 7 - Complete the Conversation

Choose the correct word to complete each gap in the conversation.

Client: Hello, my kitchen sink is _____. The water will not go down at all.

(slow / clear / gurgling / blocked)

Plumber: OK. Is the water _____ to drain, or is it completely stopped?

(rod / slow / flush / overflow)

Client: Completely stopped. And there is a _____ sound when I run the tap.

(access / manhole / gurgling / debris)

Plumber: That is a sign of a blockage. Let me check the _____ point under the sink first.

(flush / access / overflow / cause)

Client: Of course. What do you think is the _____ of the problem?

(cause / plunger / rod / unblock)

Plumber: Probably a build-up of _____ — grease, food, and soap over time.

(manhole / debris / flush / camera)

Plumber: I will start with the _____ and then use the rod if I need to go deeper.

(overflow / access / gurgling / plunger)

Client: Great. How long will it take to _____ the pipe?

(cause / unblock / rod / flush)

TEACHER ANSWER KEY - DO NOT DISTRIBUTE TO STUDENTS

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Teacher Answer Key

Note: Exercise 8 (Listening) is online only and not included in this PDF.

Exercise 1

1. True
2. False
3. True
4. False
5. True
6. True
7. False
8. True

Exercise 2

1. slow
2. gurgling
3. plunger
4. cause
5. manhole
6. flush
7. debris
8. unblock

Exercise 3

1. blocked -> D
2. plunger -> E
3. gurgling -> A
4. debris -> G
5. manhole -> C
6. rod -> H
7. flush -> B
8. access -> F

Exercise 4

1. blocked
2. gurgling
3. plunger
4. debris

- 5. access
- 6. rod
- 7. cause
- 8. Flush

Exercise 5

- 1. The sink is blocked
- 2. I will use the plunger
- 3. There is a gurgling sound from the drain
- 4. Lift the manhole cover and check the drain
- 5. flush the pipe with hot water
- 6. What is the cause of the blockage
- 7. I will use the rod to clear drain
- 8. The water is draining very slowly

Exercise 6

Describing the Problem: blocked, gurgling, slow, overflow

Tools and Actions: plunger, rod, flush, unblock

Exercise 7

Client: blocked
Plumber: slow
Client: gurgling
Plumber: access
Client: cause
Plumber: debris
Plumber: plunger
Client: unblock