

Talking to Clients

English for Plumbers | A2 Level — Appointments, Problems & Prices

Name: _____

Date: _____

Score: _____ / 56

Note: The listening exercise (Exercise 8) is completed using the interactive online lesson only.

Vocabulary

Word	Meaning	Example
appointment	an agreed time to visit or meet	"Can I make an appointment for Thursday?"
estimate	an approximate price before the work starts	"I can give you a free estimate."
callout	a visit to a client home to look at a problem	"The callout charge is sixty pounds."
available	free and able to come at a certain time	"I am available on Friday morning."
urgent	needs to be done very soon	"Is the leak urgent?"
quote	a fixed price for a job given before work starts	"I will send you a written quote."
schedule	a plan showing when work will happen	"Let me check my schedule."
deposit	a first payment made before work begins	"We ask for a 20 percent deposit."
confirm	to say yes and make something definite	"Can you confirm by email?"
repair	to fix something that is broken	"I need to repair the pipe."
replace	to take out something old and put in something new	"We need to replace the tap."
inspect	to look carefully at something to find the problem	"Let me inspect the boiler first."
cost	the amount of money you pay for something	"What is the total cost?"
invoice	a document showing what work was done and the price	"I will send the invoice after the job."
callback	when someone phones you back after you left a message	"I will arrange a callback for you."

Exercise 1 – True or False?

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

1. An estimate is an approximate price given before work starts. _____
2. A callout is when a client phones the plumber. _____
3. To confirm an appointment means to say yes and make it definite. _____
4. A deposit is paid after all the work is finished. _____

5. To inspect something means to look at it carefully to find the problem. _____
6. A quote is a fixed price for a job given before work starts. _____
7. An invoice shows what work was done and how much it costs. _____
8. If something is urgent, it can wait for several weeks. _____

Exercise 2 – Multiple Choice

Circle the correct word.

1. I am ____ on Tuesday morning. I can come at ten o'clock.

available / urgent / inspect / confirm

2. The ____ fee for coming to your home is sixty pounds.

invoice / callout / deposit / schedule

3. I will send you a written ____ with the full price before I start.

callback / repair / quote / cost

4. Can you ____ the appointment? Please send me a text or email.

confirm / schedule / replace / inspect

5. The pipe is badly damaged. We need to ____ it completely.

confirm / callout / replace / cost

6. I will check my ____ and call you back to arrange a time.

estimate / invoice / schedule / deposit

7. We ask for a small ____ before we start the job.

deposit / repair / callback / urgent

8. I will send the ____ after the job is finished. You can pay by bank transfer.

estimate / quote / invoice / callout

Exercise 3 – Matching

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

1. appointment ____

A. A document sent after work is finished showing the price to pay

2. estimate ____

B. A return phone call made after someone has left a message

3. urgent ____

C. Something that needs attention very soon and cannot wait

4. deposit ____

D. To agree and make an arrangement definite, often in writing

5. confirm ____

E. An agreed time for the plumber to visit the client's home

6. inspect ____

F. A first payment made by the client before the job starts

7. invoice ____

G. An approximate price given to the client before any work begins

8. callback ____

H. To examine something carefully in order to find what is wrong

Exercise 4 – Gap Fill

Write the correct word in each gap.

1. Let me _____ my schedule and I will call you back this afternoon. (check)
2. The pipe is leaking badly. This is very _____. I can come today. (urgent)
3. After I look at the problem, I will give you a full _____ of the cost. (estimate)
4. We ask for a twenty percent _____ before we order the parts. (deposit)
5. I will _____ the boiler first and then tell you what needs to be done. (inspect)
6. Can I make an _____ for Friday morning? (appointment)
7. The job is finished. I will send the _____ to your email address. (invoice)
8. The tap is too old to _____. We need to put in a new one. (repair)

Exercise 5 – Word Order

Put the words in the correct order.

1. on / I / morning / available / Friday / am

2. cost / much / it / How / will

3. a / estimate / give / I / free / will / you

4. to / stopcock / Turn / water / stop / the / the / off

5. confirm / email / Can / the / you / appointment / by

6. sixty / fee / The / is / pounds / callout

7. about / take / repair / hours / two / will / The

8. will / the / a / I / job / invoice / after / send

Exercise 6 – Word Sort

Write each word in the correct column.

Words: quote | confirm | schedule | available | cost | deposit | appointment | invoice

Arranging a Visit	Money & Payment
_____	_____
_____	_____
_____	_____

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Exercise 7 – Complete the Conversation

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

Client: Hello, I have a _____ under my kitchen sink.

(leak / deposit / schedule / invoice)

Plumber: Is it _____? Is water coming out now?

(confirmed / urgent / cost / available)

Plumber: I can _____ the problem this afternoon.

(invoice / cost / inspect / deposit)

Client: What is the _____ fee for coming out?

(repair / urgent / callout / schedule)

Plumber: After that I will give you a free _____.

(confirm / callback / estimate / deposit)

Client: Are you _____ at two o'clock?

(quote / urgent / invoice / available)

Plumber: Can you _____ your address?

(confirm / cost / replace / schedule)

TEACHER ANSWER KEY — DO NOT DISTRIBUTE TO STUDENTS

Talking to Clients – A2

Teacher Answer Key

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

Exercise 1

1. True
2. False — a callout is when the plumber visits the client
3. True
4. False — a deposit is paid before the work begins
5. True
6. True
7. True
8. False — urgent means it needs to be done very soon

Exercise 2

1. available
2. callout
3. quote
4. confirm
5. replace
6. schedule
7. deposit
8. invoice

Exercise 3

1. appointment → E
2. estimate → G
3. urgent → C
4. deposit → F
5. confirm → D
6. inspect → H
7. invoice → A
8. callback → B

Exercise 4

1. check
2. urgent
3. estimate
4. deposit

5. inspect
6. appointment
7. invoice
8. repair

Exercise 5

1. I am available on Friday morning
2. How much will it cost
3. I will give you a free estimate
4. Turn off the stopcock to stop the water
5. Can you confirm the appointment by email
6. The callout fee is sixty pounds
7. The repair will take about two hours
8. I will send an invoice after the job

Exercise 6

Arranging a Visit: appointment, schedule, available, confirm

Money & Payment: quote, deposit, invoice, cost

Exercise 7

Client: leak
Plumber: urgent
Plumber: inspect
Client: callout
Plumber: estimate
Client: available
Plumber: confirm