

Talking to Clients: Bathroom Refurbishment Quote – B1/B2

English for Plumbers | Intermediate to Upper Intermediate

Name: _____	Date: _____	Score: _____ / 56
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Note: Exercise 8 (Listening) is completed using the interactive online lesson only.

Vocabulary

Term	Meaning	Example
refurbishment	the process of renovating and updating a room or building	"The bathroom refurbishment will take approximately two weeks."
scope	the full range of work that is included in a project	"Let me explain the full scope of the work before I give you a price."
specification	a detailed written description of the materials and standard of work required	"The specification includes the exact tiles, sanitaryware and fittings you have chosen."
allowance	a set amount of money included in the quote for items not yet finalised	"There is a five hundred pound allowance for tiles in the quote."
contingency	an extra amount of money set aside to cover unexpected costs	"I always include a ten percent contingency for unforeseen problems."
phased	describes work that is divided into stages completed one after another	"A phased approach means we complete the plumbing before the tiling starts."
subcontractor	a specialist tradesperson hired by the main contractor to carry out specific work	"I will bring in a subcontractor to carry out the electrical work."
sign-off	formal approval given by the client that a stage of work is complete and satisfactory	"I need your sign-off before we move on to the next phase."
variation	a change to the original agreed scope or specification that may affect the price	"Any variation to the original specification will be priced separately."
provisional	a temporary or estimated figure included in a quote that may change	"The figure for the underfloor heating is provisional at this stage."
strip out	the removal of existing fixtures and fittings before new work begins	"The strip out will take half a day. We remove everything down to the bare walls."
lead time	the time between ordering materials and receiving them	"The tiles you have chosen have a three-week lead time."
milestone	a key point in the project when a stage is completed and checked	"Payment is linked to three milestones: strip out, first fix, and completion."
snagging	a final check at the end of a project to identify and fix any small defects	"I will carry out a snagging visit one week after completion."
first fix	the plumbing and electrical work done inside walls and floors before plastering	"First fix plumbing includes all the pipework before the walls are closed up."

Exercise 1 - True or False?

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

1. A contingency is an extra amount included in a quote to cover unexpected costs. _____
2. Snagging is carried out at the beginning of a project before work starts. _____
3. A variation is a change to the original agreed scope that may affect the price. _____
4. First fix plumbing refers to the final visible fittings installed at the end of a project. _____
5. Lead time is the period between ordering materials and receiving them. _____
6. A provisional figure in a quote is a confirmed and fixed price. _____
7. Sign-off is formal approval from the client that a stage of work is complete. _____
8. A subcontractor is a specialist brought in to carry out specific parts of the work. _____

Exercise 2 - Multiple Choice

Circle the correct word or phrase.

1. The tiles you have selected have a three-week ____ so we need to order them immediately.
sign-off / milestone / snagging / lead time
2. Any change to the original ____ will need to be agreed in writing before we proceed.
strip out / provisional / specification / phased
3. I always include a ten percent ____ to cover any unexpected issues behind the walls.
variation / allowance / subcontractor / contingency
4. The ____ will take half a day. We remove everything down to the bare walls and floor.
strip out / milestone / snagging / first fix
5. Payment is linked to three ____: strip out complete, first fix complete, and final completion.
sign-offs / variations / milestones / allowances
6. I need your ____ on the first fix before we close the walls and start the plastering.
sign-off / lead time / contingency / subcontractor
7. There is a five hundred pound ____ in the quote for sanitaryware, which you can adjust.
provisional / allowance / phased / scope
8. I will bring in an electrician as a ____ to carry out the shower wiring.
first fix / variation / subcontractor / milestone

Exercise 3 - Matching

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

- | | |
|---------------------|---|
| 1. contingency ____ | A. Formal written or verbal approval from the client confirming a stage is satisfactory |
| 2. snagging ____ | B. A final inspection at the end of a project to identify and correct minor defects |
| 3. first fix ____ | C. The concealed plumbing and electrical work carried out before walls are plastered |
| 4. variation ____ | D. A percentage added to a quote to cover costs that arise from unforeseen problems |

5. lead time ____

E. A defined point in a project at which a stage is completed and payment is triggered

6. provisional ____

F. A change to the agreed scope or materials that is priced and approved separately

7. milestone ____

G. The period between placing an order for materials and receiving delivery

8. sign-off ____

H. An estimated figure included in a quote that is subject to change

Exercise 4 - Gap Fill

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

1. Let me explain the full _____ of the work before we discuss the price. (scope)
2. The _____ will take one day. We remove all the existing sanitaryware and tiles. (strip out)
3. The underfloor heating figure is _____ at this stage until we confirm the system size. (provisional)
4. I include a ten percent _____ in all my quotes to cover unexpected issues. (contingency)
5. Any _____ to the original specification must be agreed and signed off in writing. (variation)
6. The Italian tiles you chose have a four-week _____, so we need to order today. (lead time)
7. I will carry out a _____ visit two weeks after completion to fix any minor defects. (snagging)
8. I need your _____ on the first fix plumbing before we close the walls. (sign-off)

Exercise 5 - Word Order

Put the words in the correct order.

1. of / scope / explain / the / Let / work / the / me

2. always / percent / contingency / I / include / ten / a

3. There / milestones / key / are / three / payment

4. closing / need / Your / the / walls / I / the / sign-off / before

5. time / four / week / lead / The / have / tiles / a

6. visit / out / a / carry / I / will / snagging

7. Any / must / variation / in / be / agreed / written

8. I / an / as / electrician / a / in / will / bring / subcontractor

Exercise 6 - Word Sort

Write each term in the correct column.

Terms: subcontractor | specification | snagging | contingency | phased | lead time | scope | milestone

Planning and Scope	Cost and Timeline
_____	_____
_____	_____
_____	_____
_____	_____

Exercise 7 - Complete the Conversation

Choose the correct word or phrase to complete each gap.

Client: We want a full bathroom _____. New everything — shower, bath, tiles, the lot.
(snagging / sign-off / refurbishment / variation)

Plumber: Great. Let me walk you through the _____ of the work so you understand exactly what is included.
(milestone / provisional / scope / lead time)

Client: One thing — we have not chosen the tiles yet. Will that affect the price?

Plumber: I will include a _____ in the quote for tiles. You can adjust that once you have made your selection.
(contingency / allowance / subcontractor / snagging)

Client: And what about unexpected problems — like if you find something behind the walls?

Plumber: I always include a ten percent _____ for exactly that reason. It covers any unforeseen work.
(contingency / lead time / sign-off / variation)

Client: That makes sense. What are the payment _____?
(strip outs / specifications / milestones / subcontractors)

Plumber: Three stages — after the _____ out, after first fix, and on completion. I will also do a _____ visit two weeks after the end.
(strip / snagging / lead / provisional / scope / variation / allowance / sign-off)

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. False
7. True
8. True

Exercise 2

1. lead time
2. specification
3. contingency
4. strip out
5. milestones
6. sign-off
7. allowance
8. subcontractor

Exercise 3

1. contingency -> D
2. snagging -> B
3. first fix -> C
4. variation -> F
5. lead time -> G
6. provisional -> H
7. milestone -> E
8. sign-off -> A

Exercise 4

1. scope
2. strip out
3. provisional
4. contingency

- 5. variation
- 6. lead time
- 7. snagging
- 8. sign-off

Exercise 5

- 1. Let me explain the scope of the work
- 2. I always include a ten percent contingency
- 3. There are three key payment milestones
- 4. I need your sign-off before closing the walls
- 5. The tiles have a four week lead time
- 6. I will carry out a snagging visit
- 7. Any variation must be agreed in written
- 8. I will bring in an electrician as a subcontractor

Exercise 6

Planning and Scope: scope, specification, phased, subcontractor

Cost and Timeline: contingency, lead time, milestone, snagging

Exercise 7

Client: refurbishment

Plumber: scope

Plumber: allowance

Plumber: contingency

Client: milestones

Plumber: strip / snagging