

Talking to Clients

English for Plumbers | B1 Level — Assessment, Negotiation & Agreement

Name: _____

Date: _____

Score: _____ / 56

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

Vocabulary

Term	Meaning	Example
assessment	a careful evaluation of the problem before quoting a price	"I need to do a full assessment before I can quote."
labour	the cost of the plumber time and work	"The quote includes parts and labour."
materials	the physical parts and supplies needed for the job	"I will source the materials at trade price."
warranty	a guarantee that work will be fixed free if it fails within a set period	"All our work comes with a twelve-month warranty."
call-out fee	a fixed charge for travelling to the job, separate from the work cost	"The call-out fee is charged regardless of work carried out."
payment terms	the agreed conditions for when and how the client pays	"Our standard payment terms are thirty days."
inconvenience	difficulty or disruption caused to the client	"I apologise for any inconvenience caused by the delay."
availability	the times when the plumber is free to carry out the work	"Let me check my availability for next week."
breakdown	a detailed list of the individual costs within a quote	"I can provide a full breakdown of the costs."
authorise	to officially give permission for work to go ahead	"Please authorise the work by signing this form."
proceed	to go ahead with the work after agreement	"Are you happy for me to proceed?"
itemised	listed separately with individual prices for each item	"I can send you an itemised quote by email."
negotiate	to discuss and reach an agreement on price or timing	"The client wanted to negotiate the price."
completion	the point when all the work has been fully finished	"Payment is due on completion of the job."
scope	the full range of work included in the job	"Let me explain the scope of the work."

Exercise 1 – True or False?

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

1. An assessment is a careful evaluation of the problem before a price is given. _____

2. Labour refers to the cost of the physical parts needed for a job. _____
3. A warranty guarantees that work will be fixed free of charge if it fails within a set period. _____
4. Payment terms describe the conditions for when and how a client pays. _____
5. To authorise work means to cancel a booking. _____
6. An itemised quote lists each cost separately. _____
7. Completion means the point when all the work has been fully finished. _____
8. The scope of a job refers to the range of work that is included. _____

Exercise 2 – Multiple Choice

Circle the correct word or phrase.

1. I need to do a full ____ before I can give you an accurate price for the work.
breakdown / warranty / assessment / completion
2. The quote covers both ____ and materials. There are no hidden charges.
authorise / inconvenience / scope / labour
3. All our installations come with a twelve-month ____ against defects.
completion / payment terms / breakdown / warranty
4. I can provide a full cost ____ showing exactly what each item will cost.
breakdown / availability / negotiate / scope
5. Are you happy to ____ the work? If so, please sign the form.
warranty / inconvenience / proceed / itemised
6. Let me check my ____ and I will confirm a suitable date by the end of the day.
completion / scope / labour / availability
7. The client wanted to ____ on the price, so we agreed to reduce the call-out fee.
authorise / itemised / proceed / negotiate
8. Payment is due on ____ of the work. We accept bank transfer or card.
scope / completion / warranty / assessment

Exercise 3 – Matching

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

- | | |
|-----------------------|--|
| 1. assessment ____ | A. The agreed conditions covering when and how a client settles their bill |
| 2. warranty ____ | B. A careful evaluation of the problem carried out before any quote is given |
| 3. call-out fee ____ | C. The full range and extent of work that a job includes |
| 4. payment terms ____ | D. The point at which all agreed work has been fully and satisfactorily finished |
| 5. authorise ____ | E. A guarantee that failed work will be corrected at no extra charge within a set time |
| 6. itemised ____ | F. Described in separate entries, each with its own individual price |
| 7. scope ____ | G. A fixed charge made for travelling to a job, regardless of what work is done |

8. completion ____

H. To give official approval for the work to begin

Exercise 4 – Gap Fill

Write the correct word in each gap.

1. I need to carry out a full _____ before I can confirm the exact cost. (assessment)
2. The quote includes both _____ and materials, with no hidden extras. (labour)
3. Please check the _____ carefully before signing. It lists every individual cost. (breakdown)
4. Our standard _____ require a deposit of thirty percent before work begins. (payment terms)
5. I can offer a small reduction if you are able to _____ this week. (proceed)
6. I apologise for any _____ while we carry out the installation. (inconvenience)
7. Once you sign the form, you formally _____ us to begin the work. (authorise)
8. The total _____ of the job includes removing the old unit and testing the new system. (scope)

Exercise 5 – Word Order

Put the words in the correct order.

1. need / do / full / to / I / a / assessment

2. a / provide / itemised / breakdown / can / I

3. two-year / with / installations / come / warranty / our / a / All

4. happy / proceed / to / Are / you

5. completion / Payment / on / is / due

6. my / me / Let / check / availability

7. apologise / any / for / I / inconvenience

8. starts / work / before / the / the / Please / sign / quote

Exercise 6 – Word Sort

Write each term in the correct column.

Terms: scope | availability | labour | completion | authorise | warranty | assessment | breakdown

Planning & Agreement

Cost & Payment

_____	_____
_____	_____
_____	_____
_____	_____

Exercise 7 – Complete the Conversation

Choose the correct word to complete each gap.

Plumber: So, having done the _____, I can confirm the boiler needs to be replaced.

(warranty / completion / assessment / scope)

Client: Can you explain the _____ of what that involves?

(breakdown / labour / inconvenience / scope)

Plumber: I will send you a full itemised _____ showing every cost.

(warranty / availability / breakdown / authorise)

Client: What are your _____? Do you need payment upfront?

(scope / payment terms / completion / materials)

Plumber: The balance is due on _____.

(labour / completion / assessment / authorise)

Client: Does the price include _____ and parts?

(inconvenience / warranty / scope / labour)

Plumber: All work comes with a twelve-month _____.

(payment terms / warranty / availability / breakdown)

Client: How do I _____ the work to go ahead?

(authorise / negotiate / assess / proceed)

TEACHER ANSWER KEY — DO NOT DISTRIBUTE TO STUDENTS

Talking to Clients – B1

Teacher Answer Key

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

Exercise 1

1. True
2. False — labour refers to the cost of the plumber's time and work
3. True
4. True
5. False — to authorise means to give official permission for work to go ahead
6. True
7. True
8. True

Exercise 2

1. assessment
2. labour
3. warranty
4. breakdown
5. authorise
6. availability
7. negotiate
8. completion

Exercise 3

1. assessment → B
2. warranty → E
3. call-out fee → G
4. payment terms → A
5. authorise → H
6. itemised → F
7. scope → C
8. completion → D

Exercise 4

1. assessment
2. labour
3. breakdown
4. payment terms

5. proceed
6. inconvenience
7. authorise
8. scope

Exercise 5

1. I need to do a full assessment
2. I can provide an itemised breakdown
3. All our installations come with a two-year warranty
4. Are you happy to proceed
5. Payment is due on completion
6. Let me check my availability
7. I apologise for any inconvenience
8. Please sign the quote before the work starts

Exercise 6

Planning & Agreement: assessment, scope, availability, authorise

Cost & Payment: labour, warranty, breakdown, completion

Exercise 7

Plumber: assessment

Client: scope

Plumber: breakdown

Client: payment terms

Plumber: completion

Client: labour

Plumber: warranty

Client: authorise