



**1. You will watch a video - listen carefully and complete the conversation.**

- A) I'm Jeff Harrington the \_\_\_\_\_ experience \_\_\_\_\_ with SFW  
construction. And I'm \_\_\_\_\_ to be here today with a very \_\_\_\_\_  
customer, Carrie! How are you today, Carrie?
- B) I'm doing great! How are you Jeff?
- A) Good, thank you! So, the \_\_\_\_\_ call to our office was for some  
\_\_\_\_\_ and in the course of the project \_\_\_\_\_  
uncovered some other areas so we're also in need of attention.
- B) Like the support beam for the home.
- A) Yes, and we find that quite a lot on the jobs that were \_\_\_\_\_  
to and we always want to \_\_\_\_\_ ...
- B) ... Yeah! We're really happy, we're \_\_\_\_\_ happy with the front patio,  
because it's something you can see.
- A) Right!

## Open questions

1. Who do you call when you have to repair your house?

Explain: \_\_\_\_\_  
\_\_\_\_\_.

2. Is it easy to repair home appliances?

Explain: \_\_\_\_\_  
\_\_\_\_\_.

3. Have you ever had leaky taps at home?

Explain: \_\_\_\_\_  
\_\_\_\_\_.

4. Which would be easier, changing a sink or painting the house?

Explain: \_\_\_\_\_  
\_\_\_\_\_.

5. Would you need an architect to remodel your home or a room?

Explain: \_\_\_\_\_  
\_\_\_\_\_.