

Setting Up Cleaning Service: Addresses

You may want to do a brief numbers review before beginning this activity.

Read the dialogue together. For extra practice, read the dialogue a second time, switching roles.

Client: Hi! I heard about your cleaning services from my friend Barb. Are you taking new clients right now?

Housekeeper: Yes! Would you like to make an appointment for a trial cleaning? My rate is \$20 per hour.

Client: Yes, please! Are you available on Tuesdays or Wednesdays?

Housekeeper: I'm booked up on Wednesdays, but I have time on Tuesday mornings.

Client: Great! Can you come at 7:30?

Housekeeper: Sure! What's your address?

Client: 307 Johnson Street.

Housekeeper: Okay! I've booked your appointment for 7:30 at 307 Johnson Street.

Client: I look forward to meeting you.

Housekeeper: Me too! See you Tuesday.

1. When is the appointment?
2. Where is the appointment?
3. What is the housekeeper's hourly rate?



Read the dialogues below. What information is missing?

Listen. You will hear a recording 3 times. Write the missing information in the blanks.

Housekeeper: Where are you located?

Client:

Housekeeper: Great! I'll see you on Saturday.

Housekeeper: I can come on Mondays. What is your address?

Client:

Housekeeper: Can you repeat that please?

Client:

Housekeeper: Thank you! I'll see you Monday at 8:15.

Housekeeper: Thursdays are good. Where do you live?

Client:

Housekeeper: Can you please spell the street name for me?

Client:

Housekeeper: Okay. Do you have any questions for me right now?



Housekeeper: Okay, I can do that. Where do you live?

Client: _____

Housekeeper: What was the house number?

Client: _____

Housekeeper: Great! Do you have any pets?



Housekeeper: We can do the trial appointment on Friday. What is your address?

Client: _____

Housekeeper: Can you repeat that, please?

Client: _____

Housekeeper: Oh! That's by the grocery store, isn't it?

Client: Yes, just a few blocks North of it.

Housekeeper: Perfect! I'll see you on Friday then.

Now write your own dialogue to set up a trial cleaning service. Be sure to include the following information:

- *Day and time of first appointment*
- *Location of appointment*
- *Hourly rate of housekeeper*



[illegible]