

1. **Customer:** Hi Juan, there's some sort of fluid _____ from my car. Do you have time _____ today?
2. **Customer:** Hi, I was in an _____ last week. I'd like to make an _____ for an _____ of the repair cost.
3. **Customer:** Hi, my car stalls out at _____. It's been happening for _____ and I don't know why. Can you take a look at it today?
4. **Customer:** Hi Juan, my check engine light is _____ and I don't know why. _____ I make an _____ for you to look at my car?
5. **Customer:** Hi Juan, my car won't switch to _____. It's making _____ very difficult. Can you look at my car _____?

DIALOGUE:

- Customer:** Hi Juan, I've been having _____ with my _____.
I think the brake _____ are worn out. Can you look at my car today?
- Juan:** _____. I have some time _____.
Can I call you after I _____?
- Customer:** Sure. I'm at _____ all day. You can reach me at _____.
- Juan:** Sounds good! I'll give you a _____ as soon as I can.
- Customer:** Thanks, Juan! I'll talk to you _____.
- Juan:** Thank you! _____ at work.



1. **Customer:** Hi Juan, there's some sort of fluid leaking from my car. Do you have time to look at it today?
2. **Customer:** Hi, I was in an accident last week. I'd like to make an appointment for an estimate of the repair cost.
3. **Customer:** Hi, my car stalls out at red lights. It's been happening for a few days and I don't know why. Can you take a look at it today?
4. **Customer:** Hi Juan, my check engine light is on and I don't know why. Can I make an appointment for you to look at my car?
5. **Customer:** Hi Juan, my car won't switch to reverse. It's making parking very difficult. Can you look at my car this week?

DIALOGUE:

Customer: **Hi Juan, I've been having problems with my brakes. I think the break pads are worn out. Can you look at my car today?**

Juan: Okay. I have some time this afternoon. Can I call you after I take a look?

Customer: **Sure. I'm at work all day. You can reach me at 555-6247.**

Juan: Sounds good! I'll give you a call as soon as I can.

Customer: **Thanks, Juan! I'll talk to you soon.**

Juan: Thank you! Have a good day at work.

