- 1.
- A: You look worried. What's the matter?
- B: I'm having trouble with my sink.
- A: Are you trying to fix it?
- B: Yes, but it's still leaking.
- A: Maybe you should call a plumber.
- B: You're probably right.
- 2.
- A: Ace Plumbing Company.
- B: Hello. Do you fix kitchen sinks?
- A: Yes, we do. What's your problem?
- B: My drain is stopped up. I can't fix it.
- A: We can send a plumber over there tomorrow morning. Is 9:30 AM okay?
- B: Oh, that's great. I'll be here.
- 3.
- A: This light doesn't work.
- B: Are you trying to repair it?
- A: Yes. I'm trying to, but I can't.
- B: Perhaps you should call an electrician.
- A: I want to, but I don't know any electricians.
- B: My friend Jose is a good electrician. You should call him.
- 4.
- A: You looked concerned. What's the problem?
- B: This refrigerator doesn't work.
- A: I know why. That refrigerator is very old.
- B: I guess we need a new one.
- A: Maybe we can buy one on sale.
- B: Macy's has a sale this Saturday.

## 5.

- A: I can't talk. The bus is leaving.
- B: You always almost miss the bus.
- A: Because I don't hear my alarm clock.
- B: Maybe you need a louder one.

- 6.
- A: Hello. Manager.
- B: Hello? This is Jim Jones in Apartment #25.
- A: Yes, Mr. Jones. How can I help you?
- B: My oven doesn't work.
- A: Okay. We'll send someone to check it.
- B: Thanks very much.

#### 7.

- A: I can't fix your oven, Mr. Jones.
- B: You can't fix it? Why not?
- A: I think we need to replace your stove.
- B: Why do you need to replace it?
- A: Your stove is too old. The parts are worn.
- B: I hope you can replace it soon. I need a stove!

### 8.

- A: Hello. May I speak to the landlord?
- B: Speaking. How may I help you?
- A: I have a leaky faucet in the bathroom.
- B: You need to tighten the handle.
- A: I did that. The faucet still leaks.
- B: I'll send a plumber over there immediately.
- 9.
- A: I have another problem here.
- B: Another problem? All right, what is it?
- A: My front door doesn't close.
- B: I'll send my brother over there right away.
- A: I don't want him. I want a carpenter.
- B: My brother <u>is</u> a carpenter.
- A: Oh, he is? That's great.
- B: I'm sure he can fix your front door.

### 10,.

- A: Î'm sorry to bother you again.
- B: What's the problem this time?
- A: It rained very hard last night, you know.
- B: Don't tell me. There's a leak in your ceiling.
- A: Yes. It's very bad. I have to use a bucket.
- B: I'm angry because the roof is only two years old.
- A: Can you please do something about it?
- B: I'll send a roofer over there today.

- 1.
- A: This is Doctor's Clark's Office.
- B: I'd like to make an appointment .
- A: What's the problem?
- B: I have a bad cough.
- A: Can you come in on Friday at 2:00 PM?
- B: 2:00 PM? That will be fine. Thank you.

# 2.

- A: I'd like to change my appointment.
- B: When is your appointment.?
- A: It's on Friday at 2:00 PM.
- B: I have an opening at 3:00 PM. Is that better?
- A: Yes, that time is much better. Thank you.
- B: We'll see you here at 3:00 PM on Friday.

## 3.

- A: How may I help you?
- B What do you recommend for a sore throat?
- A: I recommend Cold Eze Throat Lozenges.
- B: Where can I find them?
- A: They're in Aisle 3 on the top shelf.
- B: I'll try them and see if they work. Thank you.

### 4.

- A: What do you recommend for a bad headache?
- B: I suggest you try Aleve. It's good for pain.
- A: Aleve? Where can I find it?
- B: You can find it at any pharmacy.
- A: Will they have it at Walgreen's?
- B: I'm sure they have it there. Walgreen's isn't far.

## 5.

- A: My brother has acid indigestion.
- B: I recommend Tagamet . It's very good for that.
- A: Where can I purchase Tagamet?
- B: It is sold at most drugstores.
- A: Do they sell it at Rite Aide?
- B: Yes, I'm sure Rite Aide will have it.

6.

- A: Doctor, what can I do for this cough?
- B: You need cough syrup.
- A: Cough syrup? What kind should I get?
- B: I'm giving you a prescription.
- A: How often should I take the cough syrup?
- B: Take two teaspoons at bedtime.

# 7.

- A: Doctor, can you help me? I 'm in a lot of pain.
- B: You need effective pain medicine.
- A: Pain medicine? What kind should I get?
- B: I'm giving you a prescription.
- A: How often should I take the medicine?
- B: Take two capsules every four hours.

# 8.

- A: I'm calling about my pain medicine.
- B: Yes, how can I help you?
- A: The pharmacist won't refill my prescription.
- B: The doctor has to okay the refill. What's your pharmacy's phone number?
- A: It's 826 -5866.
- B: The doctor will call the pharmacy today.

### 9.

- A: My ankle is swollen and it hurts.
- B: We should take an X-Ray.
- A: Why do I need an X-Ray?
- B: An X-Ray will tell us if it's broken or not.
- A: What should I do now?
- B: You must go to room !06 for the X-Ray.

### 10.

- A: Your ankle isn't broken. Don't worry.
- B: What's wrong with it?
- A: It's a sprained ankle. It'll be better in two weeks.
- B: What should I do?
- A: Stay off it for a while. Use these crutches.

#### 1.

- A: Hi, Mary. Why are you at the DMV?
- B: I'm here to get my I.D. card.
- A: What do you need to bring?
- B: I need to bring my birth certificate.
- A: Do you have to take a test?
- B: No, I don't. I only need to get my picture taken.

## 2.

- A: My friend Tom is getting his learner's permit.
- B: Does he have to take a test?
- A: Yes, he does. He must take a written test.
- B: Does he have to take a road test?
- A: No. He'll take the road test when he applies for his driver's license.

### 3.

- A: Julie. What are you doing at the DMV?
- B: I'm applying for my driver's license.
- A: Are you going to take the road test?
- B: I already took it. And, I passed it.
- A: Congratulations. What do you need to do now?
- B: Now I need to get an eye test.

### 4.

- A: Are you applying for a learner's permit?
- B: Yes, I am. And I'm a little nervous?
- A: Are you nervous about the written test?
- B: Yes, I am. I hope I pass it.
- A: If you don't pass it, you can take it again.
- B: I know I can. But I want my learner's permit now.

## 5.

- A: I passed the written test.
- B: That's great. I'm glad you passed it.
- A: Now, I need to learn how to drive.
- B: I know how to drive. I can teach you.
- A: You can teach me how to drive?
- B: Yes, I can. It isn't difficult.

- 6.
- A: Laura is going to teach me how to drive.
- B: That's great. She's an excellent driver.
- A: Yes. She knows how to drive very well.
- B: You don't know how to drive. That's your problem.
- A: I'm not worried. I'll learn how to drive.
- B: I'm glad Laura is going to teach you.

#### 7.

- A: I passed the road test.
- B: Now you have a driver's license.
- A: Yes. Now I need to buy a car.
- B: What kind of car are you looking for?
- A: I don't want to buy an expensive car.
- B: You should look in the want ads.

#### 8.

- A: Dora is going to look for a used car.
- B: Why does she want a used car?
- A: She doesn't want to buy an expensive one.
- B: But used cars aren't always good cars.
- A: I know, but Dora can't afford a new one.
- B: A good used car is hard to find.

### 9.

- A: Manuel is applying for a Driver's License.
- B: He is? Is he a little nervous?
- A: Yes, he is. He's concerned about the road test.
- B: I'm sure Manuel will pass it. He's a good driver.
- A: Yes. He knows how to drive very well.
- B: He learned how to drive from Laura.

### 10.

- A: I bought a used car yesterday.
- B: You did? How does it run?
- A: It has some problems. The brakes aren't good.
- B: You need to talk to a good mechanic.
- A: I don't know any good mechanics. Do you?
- B: Yes, my friend Al is a good mechanic.

1.

- A: May I speak with the manager?
- B: Yes. I'm the manager.
- A: I read your ad in the paper.
- B: Oh. Do you want to apply for the cook job?
- A: That's right. I'm very interested.
- B: All right. Please fill out this application form.

# 2.

- A: Can I talk to the supervisor?
- B: Yes, I'm the supervisor. Can I help you?
- A: I heard about an opening in your factory.
- B: That's right. Would you like to apply?
- A: Yes, I would. I'm very interested.
- B: Good. Please fill out this application form.

## 3.

- A: May I speak to Mrs. Parker?
- B: I'm Mrs. Parker. How can I help you?
- A: My friend told me you need a housekeeper.
- B: That's right. Do you want to apply for the job?
- A: Yes, I do. I'm very interested.
- B: Great. Please fill out the application on the table.

### 4.

- A: I'm calling about your ad for an office assistant.
- B: Good. I'm glad you called.
- A: Is that job still available?
- B: Yes, it is. But you need to fill out an application.
- A: All right. When can I come in?
- B: You can come in during our office hours, from 9:00 to 5:00

### 5.

- A: Your application is very good.
- B: Do you think so?
- A: Yes, you have a lot of experience as a cook.
- B: I can cook different kinds of food.
- A: You can start on Monday at 1 o'clock.

- 6.
- A: Hello. Personnel Department.

B: Hello. This is Dave Jones. I'm calling about the teller job. I already filled out an application.

- A: Yes, Mr. Jones. Your application is very good.
- B: Thank you. Can I come in for an interview?
- A: Yes. Can you come in on Monday at 10:00?
- B: On Monday at 10:00? Yes, I can.

## 7.

- A: Do you have experience as a sales clerk?
- B: Yes, I do. I have three years experience.
- A: Do you know how to use a cash register?
- B: Yes, I do. I can use a cash register very well.
- A: Can you take inventory?
- B: Yes. I know how to take inventory.

## 8.

- A: Do you have experience as a janitor?
- B: Yes, I do. I have two years experience.
- A: Do you know how to operate a vacuum cleaner?
- B: Yes, I do. I can operate one very well.
- A: Can you clean large offices?
- B: Yes. I know how to clean large offices.

### 9.

- A: May I speak to the manager?
- B: Yes, I'm the manager of this service station.
- A: I want to ask about the mechanic job.
- B: Yes. That job is still available.
- A: I have four years experience as a mechanic.
- B: Good. We need a mechanic. Fill out this form.

## 10.

- A: What job are you applying for?
- B: I'm applying for the cashier job.
- A: Do you have any experience?
- B: Yes. I was a cashier in El Salvador.
- A: Great. Please, fill out this application.