

17b But you said ...!

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1 Last week Karen Jones, who owns a modelling agency, called Paul Owen, a builder, to do some building work for her. Read their conversation with a partner.

- Mr Owen Paul Owen Building Services. How can I help you?
- Ms Jones Good morning. My name is Karen Jones. We're looking for a builder to do some work on an old factory here in Bristol. We're putting on a fashion show and we want to use it as the venue.
- Mr Owen What kind of work do you need done?
- Ms Jones Oh, don't worry, there isn't much to do. We just need someone to tidy up the place a bit, paint the walls white, build an office and a catwalk. That's about all.
- Mr Owen That sounds fine. When would you like us to start?
- Ms Jones As soon as possible. It's pretty urgent, I'm afraid.
- Mr Owen It won't be easy, Ms Jones, we're very busy at the moment, but I'll try and get a team of men together. We can probably start next Monday.
- Ms Jones That's great. Could you give me an idea of long it will take and how much it will cost?
- Mr Owen Difficult to say. I think it will take about two days to do and will cost no more than £3,000. We'd need a deposit of 50% before we start work.
- Ms Jones Mmm, OK. Right. I'll transfer the money to your bank account today and fax you a detailed list of requirements along with directions to the factory. You can park right outside, by the way. Oh, and I'll post you the keys, too.
- Mr Owen That sounds good. We will, of course, work to the highest standards and we also guarantee that the work area will be kept as tidy as possible.
- Ms Jones That's great. Thanks, Mr Owen. I'll provide all the usual facilities for your workers such as toilets and lunch. Well, good luck. I'll call you on Monday to see how you are getting on. Goodbye.

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2 The following week, Karen Jones went to the factory site. She expected to find the venue ready for the fashion show. Instead, she found a complete mess! Almost nothing was ready. She called Mr Owen to complain. Mr Owen was also not happy.

Work with a partner. You are going to act out the phone conversation. First look at your role card to see why your character is unhappy. Then read and continue the conversation.

- Ms Jones Hello. Is that Mr Owen?
- Mr Owen Speaking.
- Ms Jones Mr Owen. This is Karen Jones. I'm afraid I'm very unhappy with your work. You said that you would work to the highest standards. I went there today and the work that you have done is awful!
- Mr Owen Actually, I'm glad you called, Ms Jones. There are some things I'd like to talk to you about, too. You told me that you would ...

Student A

You are Karen Jones and you are not happy because ...

- the work is of a very poor standard.
- the work isn't finished three days after the deadline.
- the garden next to the factory is covered with litter.
- the office and catwalk haven't been started.
- the telephones haven't been connected.
- Mr Owen never answers his mobile phone.

Student B

You are Paul Owen and you are not happy because ...

- Ms Jones sent terrible directions to the factory. Your men got lost for an hour.
- there was no parking near the factory.
- she didn't send him keys for the factory. They had to climb in through the window.
- there weren't any toilet facilities for the workers.
- a packet of crisps and one bottle of lemonade is not the 'lunch' they expected.
- the money hasn't been transferred to your account.