

Hiring a removal company

COMMUNICATION

LEVEL
Intermediate

NUMBER
EN_BE_2645X

LANGUAGE
English

lingoda





Goals

- Can discuss hiring a removal company in simple terms.
- Can make an enquiry, express needs, ask for a quote and price.



Stefanie **hired** a **removal company**.
The **removers** are going to **pack up**
her belongings. She needs to get more
boxes before the **moving date**.





Preview and warm-up

In this lesson, you are going to learn about **how to hire a removal company**.

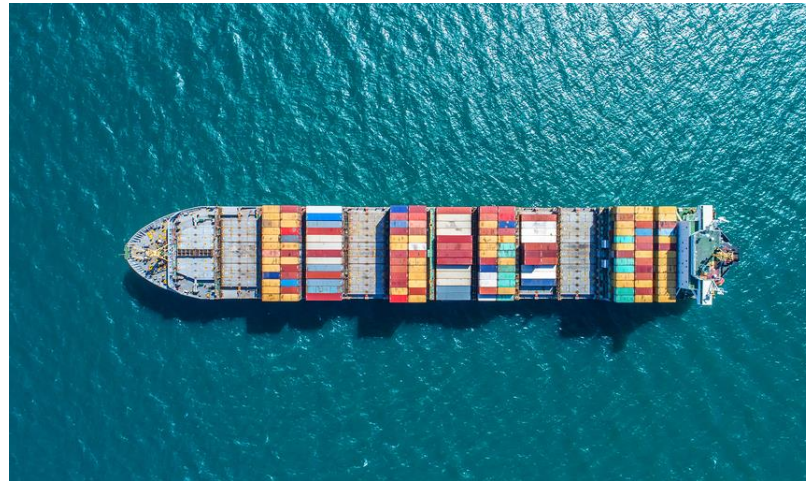


Would you mind changing the **pick-up time** to 1pm tomorrow?

to hire

removal company

You can **hire** a **removal company** to help you move from one place to another.



John **hired** a **removal company** to send everything to his new house in Canada.



New words

current address

Your **current address** is where you live now, before moving away.

to ship

When you transport goods a long distance, you **ship** them.

destination

Our **destination** is Lisbon, we will arrive in 2 hours.

moving date

Your **moving date** is 29th September 2019.

pick-up time

Your **pick-up time** is 3.30 pm on Saturday.



Examples



The **destination** is Sao Paolo and the **moving date** is 6th April.

The **pick-up time** for our next **shipping** is at 10 am.



We **hired** a **removal company** to move everything from our **current address**.



Making an enquiry

- Remember there are various phrases we can use when **making enquiries**.
 - We can use ***to be looking for*** or various forms of **polite requests**.
 - Here are some examples:

- I **am looking for** a removal company.
- **Could you** arrive at 9 am?
- **Would you be able to** bring two more people?
- **Would it be possible to** finish by 9pm?
- **Do you mind taking** two more items?
- **Would you mind** calling a removal company?





Complete the sentences

Listen to your teacher making enquiries and complete the sentences.

1. Would you be able to _____?

2. Do you mind _____?

3. Could you _____?

4. Would it be possible to _____?

5. I am looking for _____.



Too early for me!

The removal company you hired wants to pick up your belongings on Monday at 6 am. This is not ideal for you! Make enquiries with the company for the following:



1

Change the pick-up time.



2

Ask them to take everything to a different destination.



New words

to load

When you put goods in a vehicle, you **load** it.



to unload

When you take the goods out of the vehicle, you **unload** it.





New words

lorry

A **lorry** is a large road vehicle to carry goods.



removers

removers are people or a company that move people's belongings.



**to take apart
furniture**

We can **take apart furniture** so it is small enough for the lorry.





New words

to pack

Pack all those clothes in a suitcase.

boxes

Put all the plates and cups in **boxes** so we can move them.

items

How many **items** can we put in the removal lorry?

large

A sofa is a **large** item.

fragile

Vases and other ceramics are **fragile** items, they break easily!



Complete the sentences

Complete the sentences by matching two parts.

1. We will have to pack everything

a) are very fragile.

2. We have to take apart the

b) unload that large lorry?

3. Be careful! Those items

c) into boxes by the time the removers arrive.

4. Would you help me

d) table before we load the lorry.



Dialogue

boxes

destination

lorry

pack



fragile

current address

take apart

Good afternoon, I'd like to order a removal 1. _____
for our move. We'd like it to be at 10 am on 24th November.

Ah, yes. We've got twelve 3. _____. Four of them
contain some delicate stuff and two are quite large.

We're at 24 Greenwalk Road and the 5. _____ is
Brighton.

Oh, no need. We only have boxes and I will
7. _____ everything correctly. See you Saturday!

Good afternoon, Sir. How many boxes do you have? Do any
contain any large or 2. _____ items?

What is your 4. _____, Sir? And could you please
tell me where you're moving to exactly?

OK, just one more thing. Could we ask you to
6. _____ all the furniture? It makes it easier for us
to load the lorry.



Writing

Write your own dialogue in which the speakers discuss arrangements for a move.

A blank sheet of lined paper with a spiral binding on the left side, intended for writing a dialogue.





Discuss

**Have you ever used
a removal company
before?**

**How was your
experience with the
removers?**

**How many
boxes did you
have?**

**How long did it
take you to pack
all your things?**



New words

basic price

The **basic price** does not include extras.



additional charges

When we want extra service you need to pay for the **additional charges**.



final amount

The **final amount** includes the basic price and all additional charges.





Accepting and rejecting an offer

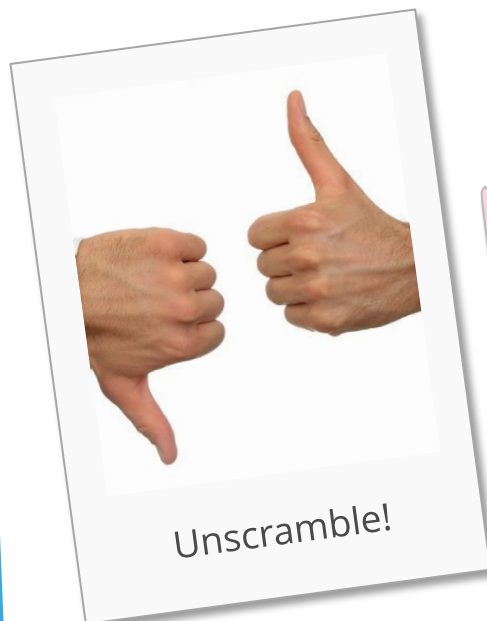
- There are different way for **accepting and rejecting an offer**.
- Look at the examples:

Accepting	Rejecting
We are happy to accept that.	I am sorry, we can't accept that.
We have a deal.	We must respectfully decline your offer.
I think we have reached an agreement on this.	I am afraid we couldn't agree to that.
That's settled then.	That's out of the question.



Unscramble

Unscramble the sentences for accepting and rejecting an offer.



1. question.

That's

the

out of

2. have
reached

I think we

on this.

an agreement

3. We

deal.

a

have

4. your offer.

We must

decline

respectfully

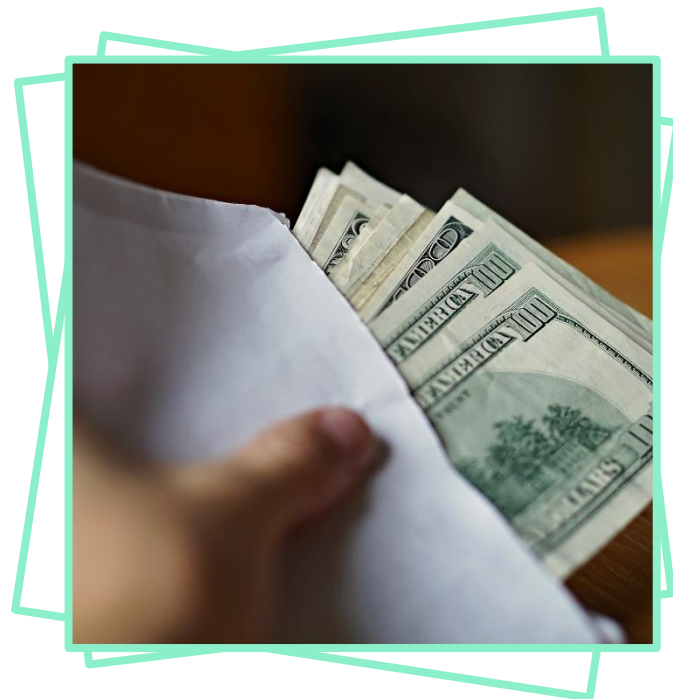


Find the words

Look at the removal company's note. How much is the basic price, the additional charge and the final amount?

From Derby to London

(approx. 130 miles)	£800
Packing and boxing up	£230
<u>Cleaning the house</u>	<u>£150</u>
	£1180





Accepting and refusing an offer

You receive the following offer from a removal company. Accept two parts of the offer and refuse the other two.

The clothesline has five items hanging from it, each secured by a clothespin:

- Item 1 (Pink note):** A pink rectangular note with a torn bottom edge. It contains the following text:
 - From Brighton to Berlin**
 - (approx. 706 miles)
 - £3,500
 - Packing and boxing up
 - £250
 - Cleaning
 - £125
 - Shipping in 24hrs £ 50
 - £4,025
- Item 2 (Photo):** A square photograph of a smiling Black man in a white button-down shirt, making 'OK' hand gestures with both hands.
- Item 3 (Sock):** A blue sock with two light green horizontal stripes near the top.



Moving time!

Imagine you are moving from London to New York for work. You want to move as soon as possible, today's date is 7th May. You have contacted the following removal companies and these are the basic prices. Choose the best option!



CheapMoving
£3,000
Moving date: 20/05
No fees

FastMove
£9,897
Moving date: 11/05
£200 fees

Bigremovers
£6,900
Moving date: 12/05
No fees

removers4U
£4,590
Moving date: 15/05
£40 shipping fee



Imagine you are...

... now contacting your chosen company and making an enquiry for the move. You will be the mover and another student or your teacher will be an agent from the removal company. Act out the conversation!

Mover

- Mention your current address, destination, pick-up time.
- Negotiate the price. Accept the basic price, refuse any additional fees.



Agent

- Say how many removers you will send.
- Confirm the price, any extra charges.
- Ask about number of boxes and any fragile or large items.





Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

Exercise 3, p.15

1. C
2. D
3. A
4. B

Exercise 2, p.10

1. Would you be able to **come to my current address next week?**
2. Do you mind **choosing a different moving date?**
3. Could you **write down the destination?**
4. Would it be possible to **change the pick-up time?**
5. I am looking for **a removal company that works on Saturdays.**

Exercise 1, p.9

1. Information from you: destination, current address, number of items, size of items
2. Information from the removal company: price
3. Both might be: moving date, pick-up time



Answer key

Exercise 4, p.16

1. lorry
2. fragile
3. boxes
4. current address
5. destination
6. take apart
7. pack

Exercise 5, p.21

1. That's out of the question.
2. I think we have reached an agreement on this.
3. We have a deal.
4. We must respectfully decline your offer.

Exercise 6, p.22

1. £800
2. £230 and £150
3. £1180



Transcription

- Exercise p. 10**
1. Would you be able to come to my current address next week?
 2. Do you mind choosing a different moving date?
 3. Could you write down the destination?
 4. Would it be possible to change the pick-up time?
 5. I am looking for a removal company that work on Saturdays.





Homework writing activity

Write a sentence with the words-

to load

to shop

removers

fragile

final amount

destination



The removal company gave discount
from the final amount.





Homework e-mail writing activity

Write an email to the removal company from the final exercise. Politely refuse their previous offer and ask for another offer for a different occasion.

	-	□	×
To: removers.ltd@mail.com			
Subject: thank you for your offer			
Dear Andrew, Thank you for getting back to me.			



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