

TEST 4

SECTION 1

AGENT Good morning. MIC House Agency.

PAUL Good morning. I'm ringing about the problems I've been having with my apartment.

AGENT Yes, of course. If I can just take a few details first... What's your name?

PAUL Paul Smiley.

AGENT How do you spell that?

PAUL S-M-I-L-E-Y. *Example*

Repeat

AGENT OK, and what's the address?

PAUL Apartment 2, 16 Rose Lane. *Q1*

AGENT Rose Lane... and that's in...?

PAUL In Newton.

AGENT Oh yes, I know the property. Could I just ask how long is the lease?

PAUL It's for one year.

AGENT And you moved in...?

PAUL Last week, on 27th June. *Q2*

AGENT Fine, thank you.

AGENT And what are the problems that you've been having?

PAUL Well, no one thing is really dangerous or anything, but you know, it's just been building up.

AGENT Yes, of course.

PAUL Well the first thing is the washing machine. It's been leaking a little and it's beginning to get worse. Because we have a small child, we really need to get that done straight away. *Example*

AGENT OK... that's a washing machine for immediate repair.

PAUL And then there's a niggling problem with the cooker...

AGENT Ah ha...

PAUL The door's broken. *Q3*

AGENT Right.

PAUL It's nothing serious and it can be used, but if you can send someone over in the next couple of weeks or so that'd be great. *Q4*

AGENT Fine, I've got that.

PAUL Then we are worried about all the windows.

AGENT Are they broken?

PAUL No, but there are no locks on them...and you know with the insurance Q5
these days...

AGENT And when would you like those done?

PAUL Oh, that's not really urgent...but you never know when there's going to be
a break-in...

AGENT No, we'll get those done for you next week, don't worry.

PAUL And then there's the bathroom light...it's getting quite annoying. It flick- Q6
ers quite badly and it's giving me headaches. I'd really like to get that re- Q7
placed right away.

AGENT That's no problem.

PAUL And then the last thing on the list is the kitchen curtains. They're torn. Q8

AGENT Oh, right. We do have quite a few spare ones in stock and can get those to Q9
you in the next week, if that's alright with you?

PAUL Yes, that'd be fine.

AGENT Anything else?

PAUL No, that's all.

AGENT OK, fine. What we'll do is get someone over to you this afternoon, if
you're in.

PAUL Well, I'm going to be out for a short time.

AGENT Well you tell us your preferred times.

PAUL Well the best time is about 1.00. Q10

AGENT I'll have to check that with him. And if he can't make it then, what would
be your second preference?

PAUL Any time up to 5 pm would be fine. Q10

AGENT OK, I've made a note of that.

PAUL Great, well thanks very much for your help.

AGENT That's fine. Thank you for calling.

PAUL Goodbye.

AGENT Goodbye.