

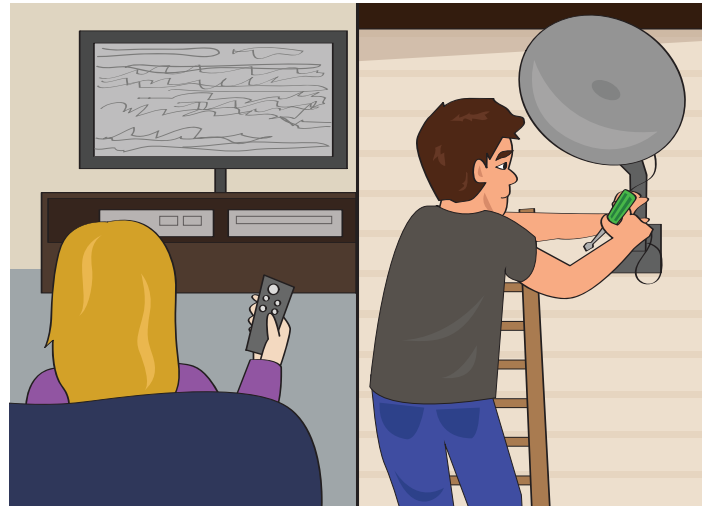
# Getting a Service Call

*In this lesson, you will learn some useful expressions for talking to a technician. After this lesson, you will find it easier to ask for service for something such as Internet or cable.*

## Pre-Reading

### A. Warm-Up Questions

1. Do you use cable or satellite service for TV?
2. Who do you call when you need technical help in your home or office?
3. How do you feel when a service that you pay for isn't working properly?



### B. Vocabulary Preview

Match the words from this lesson to the correct meanings on the right.

- |                         |   |
|-------------------------|---|
| _____ 1. technician     | a) to connect   |
| _____ 2. cable          | b) a system of pipes for water and sanitation                             |
| _____ 3. hook up        | c) a person who repairs equipment   |
| _____ 4. window         | d) the holes that you plug a cord into for electricity                    |
| _____ 5. outlet         | e) something that provides a special use (e.g., water or electricity)     |
| _____ 6. access         | f) a period of time in which something will happen (e.g., between 1–5 pm) |
| _____ 7. up and running | g) a service that provides a variety of TV channels                       |
| _____ 8. in no time     | h) the system that controls the heating and cooling of a space            |
| _____ 9. in a rush      | i) working properly   |
| _____ 10. utility       | j) to be able to enter  |
| _____ 11. plumbing      | k) feeling the need to do something or be somewhere quickly               |
| _____ 12. thermostat    | l) very soon, quickly   |

## Dialogue Reading

Read the dialogue with your partner a few times. Take turns being each character. Practice your intonation and pronunciation. Circle any new words or phrases that you need to practice.

Technician: **Hello, are you the homeowner here?**

Homeowner: Yes. **You must be here to hook up my cable and Internet. Come on in.**

Technician: Thanks. Sorry for the wait. It has been a really busy day.

Homeowner: No worries. The cable company gave me a four-hour window. Don't worry about your shoes.

Technician: Thanks. I may need to come in and out. Okay, so **where are your TVs located?**

Homeowner: We have one in the living room, one in the master bedroom, and one in the basement.

Technician: Great. And you want them all hooked up to cable, right?

Homeowner: All except the basement one. We only use the downstairs one for watching movies. **Is there an extra charge for the second outlet?**

Technician: Yes. It's a 50-dollar charge. And it says here that we're hooking up your Internet today, too.

Homeowner: Right. **I need Internet access as soon as possible.** I have a home business.

Technician: **If all goes well, I should have it up and running in no time.**  
I'll talk to you about our package options when I'm finished.

Homeowner: Great. **Let me know if you need anything.** I'll just be in the kitchen.

Technician: Thanks. I'm just going to run out to my truck to get some supplies.

## Practice

Work with your partner. Role-play the dialogue on page 2, substituting the different expressions below. Then switch roles.

1. **Hello, are you the homeowner here?**

- Hello, are you Ms. Evans?
- Hello, are you the renter here?
- Hello, are your parents here?

2. **You must be here to hook up my cable and Internet.**

- You must be here to install my cable.
- Are you here to check the water?
- I'm guessing you're the furnace technician.
- Are you with the cable company?

3. **Come on in.**

- Am I happy to see you!
- We've been expecting you.
- Thanks for coming on such short notice.

4. **Where are your TVs located?**

- Can you show me your cable wires?
- Is this your only TV?
- Where would I find your telephone jacks?
- Can you point me in the direction of your nearest power outlet?

5. **Is there an extra charge for the second outlet?**

- Will the second outlet cost extra?
- Is that extra?
- What is that going to cost me?
- What's the charge for that?
- What is the fee for that?

6. **I need Internet access as soon as possible.**

- I'm in a bit of a rush.
- The earlier you can get this done, the better.
- How long will this take?

7. **If all goes well...**

- If all goes according to plan...
- As long as we don't hit any snags...
- As long as I have all of the parts I need...
- As long as I don't run out of time...

8. **I should have it up and running in no time.**

- I'll do my best to fix it today.
- Hopefully it will be working again in no time.
- Everything should be back to normal soon.
- You should be all ready to go by 4:00.
- Give me about 15 minutes.

9. **Let me know if you need anything.**

- Holler if you need me.
- Let me know if I can help in any way.
- Just shout if you need me.
- Do you need me for anything right now?

## Listening Practice

Listen to the recording of the dialogue from page 2. Fill in the missing words as you listen. Listen again. Now look back at page 2 and check your work. Did you fill in the correct words? Did you spell everything correctly?

Technician: Hello, are you the \_\_\_\_\_ here?

Homeowner: Yes. You must be here to \_\_\_\_\_ my cable and Internet. Come on in.

Technician: Thanks. Sorry for the wait. It has been a really busy day.

Homeowner: No worries. The cable company gave me a four-hour window. Don't worry about your shoes.

Technician: Thanks. I may need to come in and out. Okay, so where are your TVs \_\_\_\_\_ ?

Homeowner: We have one in the living room, one in the master bedroom, and one in the basement.

Technician: Great. And you want them all hooked up to \_\_\_\_\_ , right?

Homeowner: All except the basement one. We only use the downstairs one for watching movies. Is there an extra charge for the second \_\_\_\_\_ ?

Technician: Yes. It's a 50-dollar charge. And it says here that we're hooking up your \_\_\_\_\_ today, too.

Homeowner: Right. I need Internet access as soon as possible. I have a home business.

Technician: If all goes well, I should have it \_\_\_\_\_ in no time. I'll talk to you about our \_\_\_\_\_ options when I'm finished.

Homeowner: Great. Let me know if you need anything. I'll just be in the kitchen.

Technician: Thanks. I'm just going to run out to my truck to get some \_\_\_\_\_ .

## Problems with Utilities

### A. Complete the Chart

Which utility company should you contact for these problems?

More than one category is possible for some items. Look up any words you do not know, or ask your teacher to help you.

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> hard water               | <input type="checkbox"/> furnace clunking                    | <input type="checkbox"/> leak in toilet                |
| <input type="checkbox"/> want more channels       | <input checked="" type="checkbox"/> kitchen sink won't drain | <input type="checkbox"/> websites won't load           |
| <input checked="" type="checkbox"/> clogged sewer | <input type="checkbox"/> power outage                        | <input type="checkbox"/> water smells like rotten eggs |
| <input type="checkbox"/> need a new number        | <input type="checkbox"/> voice mail not working              | <input type="checkbox"/> connection is slow            |
| <input type="checkbox"/> poor airflow             | <input type="checkbox"/> tea tastes funny                    | <input type="checkbox"/> toilet clogged                |
| <input type="checkbox"/> increased energy costs   | <input type="checkbox"/> can't receive email                 | <input type="checkbox"/> frozen pipes                  |
| <input type="checkbox"/> Wi-Fi not working        | <input type="checkbox"/> thermostat broken                   | <input type="checkbox"/> no dial tone                  |
| <input type="checkbox"/> tune-up time             | <input type="checkbox"/> sparks in light fixture             | <input type="checkbox"/> need new phone jack           |

| Water & Plumbing                | Electricity | Heat & Air | Communications |
|---------------------------------|-------------|------------|----------------|
| <i>clogged sewer</i>            |             |            |                |
| <i>kitchen sink won't drain</i> |             |            |                |
|                                 |             |            |                |
|                                 |             |            |                |
|                                 |             |            |                |
|                                 |             |            |                |
|                                 |             |            |                |
|                                 |             |            |                |
|                                 |             |            |                |

### B. Practice

Work with your partner to practice starting conversations between a homeowner and a technician making a service call. Use the concerns and inquiries in the chart above.

#### Examples:

*Homeowner:* Our thermostat is broken.

*Technician:* Is your furnace due for servicing?

*Homeowner:* My Internet is running really slowly.

*Technician:* How long has this been going on?

## Write Your Own Dialogue

Choose one reason why a technician might make a service call to a person's home. Write a dialogue with your partner using phrases from page 3. Practice and present the dialogue to the class.

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## Review

### Task 1

#### LISTEN & ANSWER

Listen to the conversation and answer the questions.  
Your teacher will tell you if you have to write or say the answers.

1. What is the purpose of the technician's service call?

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2. What does the homeowner tell the technician NOT to bother doing?

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3. How many TVs are there, and where are they located?

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4. Why does the homeowner need the Internet hooked up quickly?

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5. What is the technician going to do first?

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## Review cont.

### Task 2

#### TECHNICIANS

Identify five types of technicians or service workers that you might need to hire to help you in your home. Then write five reasons why you might need to call those people.

| #  | Technician     | Problem                    |
|----|----------------|----------------------------|
| Ex | <i>plumber</i> | <i>My sink is clogged.</i> |
| 1  |                |                            |
| 2  |                |                            |
| 3  |                |                            |
| 4  |                |                            |
| 5  |                |                            |

### Task 3

#### ROLE-PLAY

Find a partner. Imagine that one of you is the homeowner and the other is the technician or service provider who comes to the house to fix or install something. Choose one of the problems you listed above and do a role-play for your teacher.