**Scenario: Workplace Specific- House Cleaning Business**

**Useful Phrases to Say and Understand –Setting up appointments**

**Phrases to Understand:**

What days do you have available?

 Can you come \_\_\_\_(Tuesdays, Fridays) at \_\_\_\_ (10 am, 2 pm)

 Can you come every other \_\_\_\_(Friday, Monday)?

 Do you work by yourself?

 How much do you charge?

 Do you charge by the hour or by the job?

 Do you charge extra for \_\_\_\_\_\_(windows, carpets)

 Do you bring your own cleaning supplies?

 How do you want to be paid, check or cash?

 What name do you want on the check?

**Useful Phrases to Say:**

 I can come on \_\_\_\_\_(Mondays, Tuesdays)

 I am sorry, I am busy on \_\_\_\_\_(Wednesdays, Thursdays)

 I am sorry, I don’t work on \_\_\_\_\_(Saturdays, Sundays)

 I charge \_\_\_\_ for \_\_\_\_\_( every week, every other week)

 I charge by the job.

 I work \_\_\_\_ (alone, with another person)

 I don’t provide cleaning supplies.

 I want to be paid \_\_\_(in cash, by check)



**Useful Phrases to Say and Understand –Requests and other issues**

**Phrases to understand:**

Can you clean \_\_\_\_\_\_\_(the inside of my car, the windows in the family room, the dog bed, the cat litter?)

 Today, don’t clean \_\_\_\_\_\_\_(the dining room, the refrigerator, the deck)

 Start \_\_\_\_(upstairs, downstairs, in the bathroom) first.

 Don’t use \_\_\_\_\_(clorox, detergent, windex) on the \_\_\_\_\_.

 Please clean the \_\_\_\_\_(oven, refrigerator, stove) extra well.

**Phrases to use to say no nicely (ask your learner for examples of other needs and issues)**

I’m sorry. I don’t do \_\_\_\_\_\_\_\_\_(windows, clothes washing, pet cleaning)

I’m sorry, I charge extra for \_\_\_\_\_\_\_\_that.

I’m sorry, I charge \_\_\_\_\_ ($10, $5) extra for that.

I’m sorry. I don’t have time for that today.

**Phrases to use to report an issue or problem (ask your learner for examples of other issues)**

The \_\_\_\_(toilet, washer, vacuum) is not working

The \_\_\_\_\_(vacuum, hose) is broken.

I need more \_\_\_\_\_\_\_\_\_(detergent, soap, supplies, bags)

I found this \_\_\_\_\_\_\_\_\_ (money, necklace, ball) in the \_\_\_\_(hall, bedroom, basement).

**Interaction Examples:**

1. Setting up a regular cleaning appointment.
2. Setting up a regular cleaning appointment with varying dates and times
3. Setting up a regular cleaning appointment with many questions and complications
4. Interaction with negotiations about extra prices for additional work
5. Interactions with other tensions (as suggested by learner).