**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)

Graphical user interface, text, application

Description automatically generated

**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).