

ENGLISH FOR WORK / ENGLISH FOR CLEANING TEAMS

Housekeeping and Commercial Cleaning English

Clear tasks. Reliable handovers.



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Eight practical lessons. Eleven extended conversations.
Vocabulary, phrase banks, guided speaking, and explained answers.

Revised 2026 edition / Upper-intermediate to advanced

Your route through the book

[01 Confirming the assignment and its limits, page 4](#)

Restate a defined cleaning assignment, clarify an extra request, and preserve authorization despite a deadline.

[02 Respecting access and occupied spaces, page 14](#)

Acknowledge a declined visit, offer the actual return window, and distinguish an agreed plan from room-entry permission.

[03 Clarifying product and task information, page 25](#)

Report uncertain product identity, request understandable information, and resist identification by color or familiarity.

[04 Reporting faults and unsafe access, page 35](#)

Give an exact location and observed condition, preserve uncertainty about the cause, and avoid premature clearance.

[05 Handling found items and privacy questions, page 47](#)

Describe found property without inspecting private contents, record its location, and confirm transfer to the designated receiver.

[06 Counting linen and replenishing supplies, page 57](#)

Report linen counts by item, calculate the exact shortfall, and separate expected delivery from stock on hand.

[07 Responding to a quality concern, page 69](#)

Acknowledge a reported result, identify the exact surface, and arrange a check without inventing the cause or outcome.

[08 Giving a clear end-of-shift handover, page 80](#)

Report each room status separately, assign the unfinished steps, and avoid confusing cleaning with inspection or release.

[Professional communication notes, page 3](#)

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Suggested study range: B2-C1. This is an editorial study range, not a certified proficiency assessment.

Name the place. Preserve the permission.

A useful cleaning message identifies the exact room or surface, what was observed or requested, and what may happen next. Clear English helps a worker be helpful without guessing a product, entering an unapproved space, or reporting unfinished work as complete.

Scope names the work

Everything is not a precise assignment. Repeat the listed surfaces and tasks, then send additional requests to the person who can authorize changes.

"My assignment covers table surfaces and the floor; I will check the extra request with my supervisor."

A time is not an entry permission

A return window helps coordinate service, but it does not replace actual access requirements. Keep a declined visit, an offered window, and permission to enter separate.

"I can return between eleven fifteen and eleven thirty; entry still follows our access procedure."

Visible details beat a guess

Report an unreadable label, the location of water, or the appearance of found property accurately. Do not guess chemical identity, fault cause, contents, or ownership.

"Water is visible outside washroom B, beside the east stair door; the source is unknown."

Done needs a named stage

Cleaned, inspected, accessible, and released are different states. Name the next owner and the unfinished step so a handover stays accurate.

"Room 302 is cleaned and awaits inspection; room 303 was not accessible and has not been cleaned."

Professional boundaries

All sites, rooms, quantities, guests, and incidents are fictional. This book teaches workplace English, not chemical handling, equipment operation, hazard control, legal advice, or specialist infection prevention. Follow actual training, product labels and safety data sheets, site access rules, privacy and found-property procedures, and emergency arrangements. No example authorizes unsafe access, use of an unidentified product, or release of an unchecked area.

A Read the situation

LESSON 01 / CONFIRMING THE ASSIGNMENT AND ITS LIMITS

Restate a defined cleaning assignment, clarify an extra request, and preserve authorization despite a deadline.

What does everything include?

Cleaner Maya has a commercial assignment reading conference room: tables and floor. It covers table surfaces and the floor, not high windows or personal equipment. Client Jordan asks for everything before a 3:00 meeting and points to the high windows and laptops on the tables. Supervisor Rosa can clarify and authorize any additional work through the site process. No extra work has been approved, and the deadline does not expand permission. Maya must acknowledge the meeting, name the actual scope, and arrange clarification without promising all requested tasks.

People: Jordan, Client contact; Maya, Cleaner.

Read the record

Choose one answer per question using the facts above.

1. What is Maya assigned to clean?

- A. Personal laptops only
- B. Anything requested before three
- C. Table surfaces and the floor
- D. Every object and high window

2. Who can clarify extra work?

- A. The client request alone
- B. Any cleaner without checking the work order
- C. The previous shift without review
- D. Supervisor Rosa

3. What does the 3:00 meeting establish?

- A. Completion of all tasks
- B. Authorization for high-window work
- C. A stated time constraint, not expanded permission
- D. Approval to clean personal devices

[Answers and explanations, page 106](#)

B Vocabulary in use

CORE TERMS

assignment

Work specifically allocated to a worker or team.
confirm the assignment

task list

Written list of required work items.
review the task list

floor area

Specified section of floor within the assignment.
identify the floor area

personal equipment

Devices or items belonging to individual users.
exclude personal equipment

site supervisor

Person overseeing assigned work at the location.
consult the site supervisor

authorization

Actual permission from the relevant responsible person or process.
obtain authorization

scope of work

Defined tasks and boundaries of an assignment.
clarify the scope of work

table surface

Exposed working area of a table.
clean the table surfaces

high window

Window area requiring access above ordinary floor-level work.
clarify high-window work

client contact

Person communicating requirements for the customer organization.
speak with the client contact

additional work

Work beyond the current assignment.
request additional work

work order

Record describing requested or assigned work.
check the work order

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

assignment **ASSIGNMENT**

confirm the assignment

Keep the meaning precise: Work specifically allocated to a worker or team.

high window **HIGH WINDOW**

clarify high-window work

Keep the meaning precise: Window area requiring access above ordinary floor-level work.

B Precision and professional shorthand

EXTEND YOUR RANGE

service specification

Description of the service and required outcome.
follow the service specification

deadline

Time by which a task is requested or required.
clarify the deadline

surface access

Ability and permission to reach the relevant surface.
confirm surface access

priority

Relative importance or order of assigned tasks.
confirm the priority

completion estimate

Approximate expected finishing time.
obtain a completion estimate

labor-hour

One hour of work by one person, distinct from elapsed clock time for a crew.
calculate labor-hours

exclusion

Item or task explicitly outside an assignment.
explain an exclusion

meeting setup

Arrangement of a room for a meeting.
separate cleaning from meeting setup

approved change

Change accepted through the required process.
record an approved change

capacity

Available time, resources, and ability for the work.
check team capacity

cleanable area

Measured area included in the specified cleaning task, which may differ from total building area.
measure the cleanable area

read-back

Repetition of the understood instruction for confirmation.
give a scope read-back

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

work order **WORK ORDER**

check the work order

Keep the meaning precise: Record describing requested or assigned work.

surface access **SURFACE ACCESS**

confirm surface access

Keep the meaning precise: Ability and permission to reach the relevant surface.

Phrases that move the work forward

Acknowledge the timing

I understand the meeting starts at three.

Clarify everything

Which additional areas do you mean by everything?

Protect personal equipment

Personal devices are outside the stated scope.

Keep approval distinct

That request has not been approved yet.

Check the boundary

Does the work order include that surface?

Ask about access

What is the approved arrangement for clearing the table surfaces?

Summarize the present scope

Table surfaces and floor remain the assigned tasks.

Report the outcome

I will pass on the clarified instruction.

Read the assignment

My task list says table surfaces and the floor.

Name the exclusion

High windows are not in my current assignment.

Offer the next step

I can ask Rosa to clarify the extra request.

Avoid a blanket promise

I cannot confirm all of that from this assignment.

Explain the timing

I understand the deadline; I still need approval for the extra tasks.

Keep responsibility clear

Rosa can confirm whether we can add that work.

Avoid a guessed estimate

I will not give a completion time I have not checked.

Close the read-back

I understand the request; I am checking the change before agreeing to it.

Precision in real exchanges

Purpose: Name the exclusion

Useful wording: High windows are not in my current assignment.

Purpose: Protect personal equipment

Useful wording: Personal devices are outside the stated scope.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which response is clearest?

- A.** I will clean personal laptops because they are on a table.
- B.** The deadline overrides the task list.
- C.** My assignment covers the tables and floor; I will check the extra work with Rosa.
- D.** Everything is automatically included.

2. Which statement wrongly treats urgency as permission?

- A.** The meeting starts at three.
- B.** Rosa can clarify extra work.
- C.** The current task list covers the floor.
- D.** The meeting is at three, so high windows are now authorized.

3. A colleague needs the term for this meaning: Exposed working area of a table. Which term fits?

- A.** deadline
- B.** completion estimate
- C.** site supervisor
- D.** table surface

D Choose the response that fits / continued

4. Rebuild the exchange from "What does everything include?". Jordan: "What about the high windows? They are the first thing people see from the meeting table." Maya: [missing response] Jordan: "Who is Rosa in relation to this job? I would like the request to reach someone who can give us a clear answer." Which response belongs in the gap?

- A.** The scope of work names the surfaces, not the personal equipment on them. I do not have permission from this task list to clean those devices.
- B.** That is an accurate read-back. I will take the clarification to Rosa and communicate the actual outcome, without treating the request itself as permission to proceed.
- C.** Yes. Any approved change needs to be clear in the work instructions. That helps the team know what is included and what remains outside the task.
- D.** They would be additional work. I can ask Rosa about the request, but I cannot treat the meeting time as approval to take on that task.

[Answers and explanations, page 106](#)

One useful distinction

Before three identifies the requested deadline. It does not mean all tasks are authorized or feasible. Preserve the difference between the current assignment, an additional request, and an approved change.

Conversation

What does everything include?

What does everything include?

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

assignment / clarification request / read-back / task list / deadline / scope of work /
surface access / site supervisor / additional work / approved change

- 01 **Jordan:** We have a meeting at three, so could you do everything in the conference room? The high windows and the laptops need attention too.
- 02 **Maya:** I understand the timing. My ¹ _____ covers the table surfaces and the floor. I need to clarify the extra areas before agreeing to include them.
- 03 **Jordan:** I thought the laptops were included because they are on the tables. Can you wipe those too?
- 04 **Maya:** The ² _____ names the surfaces, not the personal equipment on them. I do not have permission from this task list to clean those devices.
- 05 **Jordan:** What about the high windows? They are the first thing people see from the meeting table.
- 06 **Maya:** They would be ³ _____. I can ask Rosa about the request, but I cannot treat the meeting time as approval to take on that task.
- 07 **Jordan:** Who is Rosa in relation to this job? I would like the request to reach someone who can give us a clear answer.
- 08 **Maya:** Rosa is the ⁴ _____. She can clarify the authorized work and the arrangements needed for anything beyond my present assignment.
- 09 **Jordan:** Please ask her. I need to tell the organizer what we can realistically expect.
- 10 **Maya:** I will raise a ⁵ _____ identifying the high windows and personal equipment. I will also mention the three o'clock meeting as the time constraint.

Conversation continues on the next page.

What does everything include?

CONVERSATION / CONTINUED

- 11 **Jordan:** While you check, which tasks can I say are definitely in the current assignment?
- 12 **Maya:** You can say the ⁶ _____ covers table surfaces and floor. The extra request is being checked; no change has been approved yet.
- 13 **Jordan:** Some laptops are blocking the table surfaces. Are you allowed to move them, or should their owners deal with that?
- 14 **Maya:** Please do not assume that. We need the approved ⁷ _____ arrangement for those areas. Cleaning the table does not automatically authorize me to handle personal equipment.
- 15 **Jordan:** Understood. I can wait for the clarification on that. The main thing is to avoid different people giving different instructions at once.
- 16 **Maya:** Yes. Any ⁸ _____ needs to be clear in the work instructions. That helps the team know what is included and what remains outside the task.
- 17 **Jordan:** So I should not tell everyone the extra work will be finished by three?
- 18 **Maya:** Correct. The ⁹ _____ is noted, but I have not confirmed extra work or a completion estimate for it. Rosa needs to clarify those points.
- 19 **Jordan:** Understood. Please ask about the windows, the laptops, and the three o'clock deadline.
- 20 **Maya:** That is an accurate ¹⁰ _____. I will take the clarification to Rosa and communicate the actual outcome, without treating the request itself as permission to proceed.

CHECK THE GAPS

1. assignment / 2. scope of work / 3. additional work / 4. site supervisor / 5. clarification request / 6. task list / 7. surface access / 8. approved change / 9. deadline / 10. read-back

[Why these answers fit, page 107](#)

F Check accuracy and scope

What does everything include?

Return to the case

Cleaner Maya has a commercial assignment reading conference room: tables and floor. It covers table surfaces and the floor, not high windows or personal equipment. Client Jordan asks for everything before a 3:00 meeting and points to the high windows and laptops on the tables. Supervisor Rosa can clarify and authorize any additional work through the site process. No extra work has been approved, and the deadline does not expand permission. Maya must acknowledge the meeting, name the actual scope, and arrange clarification without promising all requested tasks.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should Maya avoid promising?

- A. A factual explanation of the exclusion
- B. Completion of every requested extra before three
- C. A clarification request to Rosa
- D. A read-back of the listed tasks

2. Why clarify tables?

- A. Objects on a table may be outside the assigned surface-cleaning scope.
- B. Tables always include all electronics everywhere.
- C. A table assignment automatically includes the devices.
- D. A blocked table means the whole assignment is cancelled.

[Answers and explanations, page 109](#)

Listen for the distinction

Repeat Maya's request to Rosa with both extra tasks and the meeting deadline.

A boundary can include a next step

A direct request from a client may feel difficult to question. Acknowledge the practical need, state the assigned work plainly, and name who can clarify an addition. Helpful language does not require agreeing to work outside the actual authorization or training.

F Say it / transfer to a new case

Clarify a different commercial assignment

A work order covers reception counters and the lobby floor. The client adds exterior signs before noon. Supervisor Leon can review changes, but no extra work is approved.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

Leon / counters / signs / approved

- 01 **Cleaner:** The assigned horizontal surfaces are the reception ¹ _____.
- 02 **Client:** The additional request concerns the exterior ² _____.
- 03 **Cleaner:** I will ask ³ _____ to review the request.
- 04 **Cleaner:** The extra work is not yet ⁴ _____.

CHECK THE GAPS

1. counters / 2. signs / 3. Leon / 4. approved

[Why these answers fit, page 109](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "What does everything include?". Jordan: "Some laptops are blocking the table surfaces. Are you allowed to move them, or should their owners deal with that?" Maya: [missing response] Jordan: "Understood. I can wait for the clarification on that. The main thing is to avoid different people giving different instructions at once." Which response belongs in the gap?

- A.** Please do not assume that. We need the approved surface access arrangement for those areas. Cleaning the table does not automatically authorize me to handle personal equipment.
- B.** They would be additional work. I can ask Rosa about the request, but I cannot treat the meeting time as approval to take on that task.
- C.** Yes. Any approved change needs to be clear in the work instructions. That helps the team know what is included and what remains outside the task.
- D.** The scope of work names the surfaces, not the personal equipment on them. I do not have permission from this task list to clean those devices.

[Answers and explanations, page 110](#)

A Read the situation

LESSON 02 / RESPECTING ACCESS AND OCCUPIED SPACES

Acknowledge a declined visit, offer the actual return window, and distinguish an agreed plan from room-entry permission.

Not during the call

At 10:00, guest Alex in room 312 declines cleaning because a call is expected to last until 11:00. Attendant Lina can return between 11:15 and 11:30 or offer fresh towels at the door now. Alex chooses the return window and does not request towels at the door. Lina must record that plan accurately without promising exactly 11:00 or treating the end of the call as permission to enter. Actual room-access procedures still apply when the attendant returns. No room entry or cleaning completion occurs in this conversation.

People: Alex, Guest in room 312; Lina, Room attendant.

Read the record

Choose one answer per question using the facts above.

1. Why is cleaning declined at 10:00?

- A. The guest is on a call until about 11:00
- B. The room has already been released
- C. The attendant has no assigned room
- D. The guest cancels every future visit

2. What return window is available?

- A. Any time without checking
- B. 11:15-11:30
- C. Exactly 11:00
- D. 10:00-10:15

3. What does Alex choose?

- A. An exact eleven o'clock appointment
- B. Cancellation of all cleaning
- C. The return window, without towels now
- D. Entry during the call

[Answers and explanations, page 111](#)

B Vocabulary in use

CORE TERMS

occupied room

Room currently in use by a guest or other occupant.

respect an occupied room

declined service

Offered service the occupant does not accept at that time.

record declined service

appointment time

Specific agreed time rather than a broad window.

confirm the appointment time

access permission

Authorization to enter or use a particular space.

confirm access permission

doorstep delivery

Handover of an item at the doorway rather than room entry.

offer doorstep delivery

service option

Available choice about the service to be provided.

explain a service option

room attendant

Worker assigned to guest-room cleaning and related service.

speak with the room attendant

return window

Time range in which a worker can come back.

offer a return window

privacy

Freedom from inappropriate intrusion or disclosure.

respect guest privacy

entry procedure

Actual required steps and rules for entering a space.

follow the entry procedure

fresh towels

Clean towels available for guest use.

offer fresh towels

do-not-disturb notice

Guest instruction or signal requesting no interruption under site rules.

respect a do-not-disturb notice

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

occupied room OCCUPIED ROOM

respect an occupied room

Keep the meaning precise: Room currently in use by a guest or other occupant.

privacy PRIVACY

respect guest privacy

Keep the meaning precise: Freedom from inappropriate intrusion or disclosure.

B Precision and professional shorthand

EXTEND YOUR RANGE

service request

Guest's stated request for an available service.

record a service request

availability

Time or circumstances in which a person or service can be accessed.

clarify availability

scheduled return

Planned later visit within the agreed arrangement.

record a scheduled return

guest preference

Stated service choice or wish of the guest.

record the guest preference

interruption

Action that disturbs an ongoing activity.

avoid an unnecessary interruption

exact-time promise

Commitment to a specific arrival time.

avoid an unsupported exact-time promise

visit plan

Arrangement for a future visit.

confirm the visit plan

time range

Interval with a beginning and end.

repeat the time range

unoccupied

Not currently occupied, where that status is actually established.

verify unoccupied status

access record

Record of relevant entry or permission information.

update the access record

service deferral

Moving a service to a later available opportunity.

arrange a service deferral

confirmation

Clear agreement about the understood plan.

obtain confirmation

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

do-not-disturb notice DO-NOT-DISTURB NOTICE

respect a do-not-disturb notice

Keep the meaning precise: Guest instruction or signal requesting no interruption under site rules.

scheduled return SCHEDULED RETURN

record a scheduled return

Keep the meaning precise: Planned later visit within the agreed arrangement.

Phrases that move the work forward

Acknowledge the refusal

Certainly; I will not start service now.

Offer the real window

I can return between eleven fifteen and eleven thirty.

Offer the separate option

I can offer fresh towels at the door now.

Ask for the choice

Which of those options would suit you?

Preserve the refusal

Cleaning was declined at ten because of your call.

Respect privacy

I understand that you do not want an interruption.

Keep towels distinct

No towel delivery is requested now.

Check agreement

Have I understood your preference correctly?

Clarify the timing

Your call is expected to finish at eleven.

Avoid an exact promise

Eleven is not available, but eleven fifteen to eleven thirty is.

Offer doorstep service

I can hand the towels to you at the door.

Confirm the return

I have recorded the eleven-fifteen-to-eleven-thirty window.

Avoid overgeneralizing

You are postponing this visit, not cancelling every service.

Explain the later check

We will still follow the entry procedure when we return.

Repeat the room

This plan is for room 312.

Close politely

Thank you; I will record the agreed return plan.

Precision in real exchanges

Purpose: Avoid an exact promise

Useful wording: Eleven is not available, but eleven fifteen to eleven thirty is.

Purpose: Offer the separate option

Useful wording: I can offer fresh towels at the door now.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which read-back is accurate?

- A.** Return between 11:15 and 11:30; no towels requested now.
- B.** Enter exactly at 11:00.
- C.** Cleaning is permanently cancelled.
- D.** Deliver towels and start cleaning during the call.

2. What does the call ending at eleven establish?

- A.** Completed cleaning
- B.** Confirmed departure of the guest
- C.** Expected availability information, not automatic entry permission
- D.** A universal right to enter at eleven

3. A colleague needs the term for this meaning: Time range in which a worker can come back. Which term fits?

- A.** return window
- B.** doorstep delivery
- C.** availability
- D.** interruption

4. Rebuild the exchange from "Not during the call". Alex: "It should. Is there another option if the call goes on longer?" Lina: [missing response] Alex: "No, I would rather have the room cleaned later. I do not need towels brought now." Which response belongs in the gap?

- A.** Understood. I will record that guest preference so another attendant does not bring them during your call.
- B.** Thanks for explaining your availability. I will keep that separate from the later visit time.
- C.** Eleven fifteen to eleven thirty. It is a time range, rather than an exact arrival time.
- D.** I can offer fresh towels at the door now, if that is all you need today.

[Answers and explanations, page 111](#)

One useful distinction

Until eleven describes the guest call. Between eleven fifteen and eleven thirty describes the available return window. Neither means the attendant has promised to arrive exactly when the call ends.

E Conversation

Not during the call

Not during the call

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

availability / declined service / fresh towels / entry procedure / time range /
guest preference / service deferral / visit plan / return window / confirmation

- 01 **Alex:** Sorry, this is not a good time to clean. I have a call until about eleven.
- 02 **Lina:** Of course. I will mark this visit as ¹ _____ for now. Would you like me to come back later?
- 03 **Alex:** Yes, please. Could you come at eleven, as soon as the call finishes?
- 04 **Lina:** My available ² _____ is eleven fifteen to eleven thirty. Would that work?
- 05 **Alex:** It should. Is there another option if the call goes on longer?
- 06 **Lina:** I can offer ³ _____ at the door now, if that is all you need today.
- 07 **Alex:** No, I would rather have the room cleaned later. I do not need towels brought now.
- 08 **Lina:** Understood. I will record that ⁴ _____ so another attendant does not bring them during your call.
- 09 **Alex:** Thanks. Did you say eleven fifteen or eleven fifty? I did not quite catch it.
- 10 **Lina:** Eleven fifteen to eleven thirty. It is a ⁵ _____, rather than an exact arrival time.

Conversation continues on the next page.

Not during the call

CONVERSATION / CONTINUED

- 11 **Alex:** Got it, fifteen to thirty. What happens if I am still on the call when you return?
- 12 **Lina:** We will follow our ⁶ _____. We will not assume the room can be entered just because we arranged a return.
- 13 **Alex:** Good. I expect to finish at eleven, but the person I am speaking with sometimes runs late.
- 14 **Lina:** Thanks for explaining your ⁷ _____. I will keep that separate from the later visit time.
- 15 **Alex:** I do still want cleaning today. Please do not cancel it because I said no just now.
- 16 **Lina:** I have it as a ⁸ _____, not a cancellation for the day.
- 17 **Alex:** And this is for three twelve? I want to make sure I am not giving you the wrong room number.
- 18 **Lina:** Yes, room three hundred twelve. The ⁹ _____ is eleven fifteen to eleven thirty, with no towels requested now.
- 19 **Alex:** That is right. Thanks for working around the call.
- 20 **Lina:** Thank you for the ¹⁰ _____. I will let you get back to it and record the return window.

CHECK THE GAPS

1. declined service / 2. return window / 3. fresh towels / 4. guest preference / 5. time range / 6. entry procedure / 7. availability / 8. service deferral / 9. visit plan / 10. confirmation

[Why these answers fit, page 112](#)

F Check accuracy and scope

Not during the call

Return to the case

At 10:00, guest Alex in room 312 declines cleaning because a call is expected to last until 11:00. Attendant Lina can return between 11:15 and 11:30 or offer fresh towels at the door now. Alex chooses the return window and does not request towels at the door. Lina must record that plan accurately without promising exactly 11:00 or treating the end of the call as permission to enter. Actual room-access procedures still apply when the attendant returns. No room entry or cleaning completion occurs in this conversation.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which offer is within Lina's stated options?

- A.** Immediate entry despite refusal
- B.** A return immediately at the end of the call
- C.** Fresh towels at the door now
- D.** Guaranteed arrival at 11:00

2. Why record the exact window?

- A.** To make permission unnecessary
- B.** To prove the room is empty
- C.** To claim the service is complete
- D.** To avoid turning a time range into a different appointment

[Answers and explanations, page 113](#)

Listen for the distinction

Repeat the room number, both window endpoints, and the declined towel option.

Give control without inventing availability

A guest may need privacy without wanting to cancel service entirely. Offer the real options in plain language and repeat the chosen window. Respecting the current refusal is compatible with arranging a later visit; neither requires assuming future entry permission.

F Say it / transfer to a new case

Record another return window

At 9:00, room 420 declines service during a call until 10:00. The offered return window is 10:30-10:45. The guest chooses that window and does not request towels now.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

420 / 10:30-10:45 / access procedure / 10:00

- 01 **Attendant:** This plan is for room ¹ _____.
- 02 **Guest:** The call is expected to finish at ² _____.
- 03 **Attendant:** The return window is ³ _____.
- 04 **Attendant:** Entry still follows the actual ⁴ _____.

CHECK THE GAPS

1. 420 / 2. 10:00 / 3. 10:30-10:45 / 4. access procedure

[Why these answers fit, page 114](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Not during the call". Alex: "Good. I expect to finish at eleven, but the person I am speaking with sometimes runs late." Lina: [missing response] Alex: "I do still want cleaning today. Please do not cancel it because I said no just now." Which response belongs in the gap?

- A.** I can offer fresh towels at the door now, if that is all you need today.
- B.** Thanks for explaining your availability. I will keep that separate from the later visit time.
- C.** Eleven fifteen to eleven thirty. It is a time range, rather than an exact arrival time.
- D.** My available return window is eleven fifteen to eleven thirty. Would that work?

[Answers and explanations, page 115](#)

Review 1 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Confirming the assignment and its limits" and "Respecting access and occupied spaces". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Written list of required work items. Which term fits?

- A. exclusion
- B. client contact
- C. task list
- D. capacity

2. A colleague needs the term for this meaning: Actual required steps and rules for entering a space. Which term fits?

- A. service request
- B. entry procedure
- C. guest preference
- D. occupied room

3. Rebuild the exchange from "What does everything include?". Jordan: "Please ask her. I need to tell the organizer what we can realistically expect." Maya: [missing response] Jordan: "While you check, which tasks can I say are definitely in the current assignment?" Which response belongs in the gap?

- A. The scope of work names the surfaces, not the personal equipment on them. I do not have permission from this task list to clean those devices.
- B. They would be additional work. I can ask Rosa about the request, but I cannot treat the meeting time as approval to take on that task.
- C. I will raise a clarification request identifying the high windows and personal equipment. I will also mention the three o'clock meeting as the time constraint.
- D. I understand the timing. My assignment covers the table surfaces and the floor. I need to clarify the extra areas before agreeing to include them.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "Not during the call". Alex: "And this is for three twelve? I want to make sure I am not giving you the wrong room number." Lina: [missing response] Alex: "That is right. Thanks for working around the call." Which response belongs in the gap?

- A.** Of course. I will mark this visit as declined service for now. Would you like me to come back later?
- B.** Yes, room three hundred twelve. The visit plan is eleven fifteen to eleven thirty, with no towels requested now.
- C.** Understood. I will record that guest preference so another attendant does not bring them during your call.
- D.** Thank you for the confirmation. I will let you get back to it and record the return window.

[Answers and explanations, page 146](#)

A Read the situation

LESSON 03 / CLARIFYING PRODUCT AND TASK INFORMATION

Report uncertain product identity, request understandable information, and resist identification by color or familiarity.

The unreadable label

Cleaner Farah notices an unreadable label on a bottle on the cleaning cart. Colleague Owen believes it is the usual surface cleaner because of its color, but two products use similar bottles. Farah has not used it. Supervisor Ben can identify the product through the actual site process and provide the relevant information or a clearly identified replacement. No identity, mixing instruction, dilution ratio, protective-equipment selection, or use approval is established here. The task is to ask precise questions and preserve the stopped-use status while the uncertainty is resolved.

People: Farah, Cleaner; Owen, Colleague.

Read the record

Choose one answer per question using the facts above.

1. What is wrong with the bottle?

- A. Its label is unreadable
- B. Its identity is fully verified
- C. It has already been used by Farah
- D. Its instructions are clear

2. Why is color insufficient here?

- A. No product information is needed
- B. Two products use similar bottles
- C. Color always identifies every product
- D. Owen has supplied a readable product code

3. What can Ben arrange?

- A. A smell test taught by this book
- B. Proper identification and information, or an identified replacement
- C. An invented dilution ratio
- D. Approval based only on memory

[Answers and explanations, page 116](#)

B Vocabulary in use

CORE TERMS

product identifier

Name or code used to identify a specific chemical product.

verify the product identifier

container

Vessel holding a substance or product.

identify the container

safety data sheet

Document describing a chemical product's hazards and relevant safety information.

consult the safety data sheet

hazard statement

Standardized wording describing the nature of a chemical hazard.

read the hazard statement

signal word

Label word indicating the relative severity of a hazard.

identify the signal word

contact time

Required period for the specified product use; a disinfected surface must remain wet as its label directs.

verify the wet contact time

unreadable label

Label whose information cannot be reliably read.

report an unreadable label

secondary container

Container into which a product has been transferred from another container.

check a secondary container

SDS

Abbreviation for safety data sheet.

obtain the relevant SDS

precautionary statement

Wording describing measures to prevent or reduce harmful effects.

understand the precautionary statement

pictogram

Graphic symbol communicating a hazard or other defined information.

recognize the pictogram

manufacturer instructions

Directions supplied by the product or equipment manufacturer.

follow manufacturer instructions

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

product identifier **PRODUCT IDENTIFIER**

verify the product identifier

Keep the meaning precise: Name or code used to identify a specific chemical product.

SDS **SDS**

obtain the relevant SDS

Keep the meaning precise: Abbreviation for safety data sheet.

B Precision and professional shorthand

EXTEND YOUR RANGE

surface compatibility

Whether a product is suitable for a particular surface material.

verify surface compatibility

detergent

Cleaning agent that helps remove soil.

identify the detergent

sanitizer

Product used to reduce microorganisms to an applicable specified level.

distinguish a sanitizer

concentrate

Product supplied at a strength requiring the specified preparation before use.

identify a concentrate

PPE

Personal protective equipment selected for the actual hazards and task.

verify required PPE

exposure

Contact with a substance through a relevant route.

report an exposure

cleaner

Product intended to remove soil or unwanted material from a surface.

identify the cleaner

disinfectant

Product intended to kill or inactivate specified microorganisms when used as directed.

identify the disinfectant

dilution

Reduction in concentration according to the applicable instructions.

verify dilution instructions

ready-to-use

Supplied in a form intended for use without additional dilution, as directed.

confirm ready-to-use status

ventilation

Supply or movement of air relevant to working conditions.

check ventilation requirements

identified replacement

Substitute product with its identity and relevant information established.

request an identified replacement

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

manufacturer instructions MANUFACTURER INSTRUCTIONS

follow manufacturer instructions

Keep the meaning precise: Directions supplied by the product or equipment manufacturer.

sanitizer SANITIZER

distinguish a sanitizer

Keep the meaning precise: Product used to reduce microorganisms to an applicable specified level.

Phrases that move the work forward

State the problem

I cannot read this bottle label.

Question the identification

What reliable information identifies this container?

Reject a color-only guess

The color does not establish which product this is.

Request information

I need the relevant product information in a form I can understand.

Check the match

The information must match the actual container.

Avoid a guessed ratio

I will not invent dilution instructions.

Keep the pause visible

The product remains unused while identity is unresolved.

Avoid a false approval

We have not confirmed this product for the task.

Preserve the status

I have not used the product.

Explain the ambiguity

Two products use similar bottles here.

Ask for the supervisor

Can Ben verify the identity through the site process?

Ask for the document

Which safety data sheet belongs to this product?

Request a replacement

A clearly identified replacement may resolve the immediate problem.

Separate compatibility

We also need the product to suit the assigned surface.

Ask for clarification

Please explain that instruction before I proceed.

Close the request

Let us get verified identification and the relevant instructions.

Precision in real exchanges

Purpose: Explain the ambiguity

Useful wording: Two products use similar bottles here.

Purpose: Reject a color-only guess

Useful wording: The color does not establish which product this is.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which response challenges the shortcut constructively?

- A.** I will test it by mixing it with another cleaner.
- B.** Two products look similar; let us ask Ben to verify this one.
- C.** You are careless and always wrong.
- D.** The color proves it is safe.

2. Which document is relevant?

- A.** The sheet for a similar product
- B.** The safety data sheet matching the actual product
- C.** Any sheet with a similar logo
- D.** An old memory of another product

3. A colleague needs the term for this meaning: Container into which a product has been transferred from another container. Which term fits?

- A.** PPE
- B.** detergent
- C.** secondary container
- D.** signal word

D Choose the response that fits / continued

4. Rebuild the exchange from "The unreadable label". Farah: "Can Ben help identify it? I would like to give him a precise question instead of asking whether the bottle is probably all right." Owen: [missing response] Farah: "If he identifies it, I also need the relevant instructions. Knowing a name would not tell me every requirement for this particular surface." Which response belongs in the gap?

- A.** We should request the matching product information, including the appropriate label and safety information. We should not fill in missing directions from memory.
- B.** Agreed. Surface compatibility still matters. We need the appropriate product for the assigned task, with the actual instructions and training requirements followed.
- C.** Correct. Any dilution instruction must come from the applicable information. This conversation has not established a ratio or authorized any preparation step.
- D.** Yes. We can report the unreadable label and say the product remains unused. He can arrange identification through the actual site process.

[Answers and explanations, page 116](#)

One useful distinction

A product identifier must connect the actual container with the relevant information. A similar bottle or familiar color does not establish identity. Do not infer use instructions, surface suitability, or protection requirements from an unverified guess.

E Conversation

The unreadable label

The unreadable label

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

looks like / identified replacement / clarification / product information / product identifier
/ unused / dilution / safety data sheet / Surface compatibility / unreadable label

- 01 **Farah:** I cannot read this bottle label. I have not used it. Do we have a reliable way to identify what is inside?
- 02 **Owen:** It ¹ _____ the surface cleaner we usually use. The color is familiar, although I have not checked a readable name or code on this one.
- 03 **Farah:** Two products use bottles like this. I do not want to choose from the color alone.
- 04 **Owen:** You are right to separate appearance from the ² _____. I cannot give you a verified identity just from recognizing the general bottle style.
- 05 **Farah:** Can Ben help identify it? I would like to give him a precise question instead of asking whether the bottle is probably all right.
- 06 **Owen:** Yes. We can report the ³ _____ and say the product remains unused. He can arrange identification through the actual site process.
- 07 **Farah:** If he identifies it, I also need the relevant instructions. Knowing a name would not tell me every requirement for this particular surface.
- 08 **Owen:** We should request the matching ⁴ _____, including the appropriate label and safety information. We should not fill in missing directions from memory.
- 09 **Farah:** Could you remind me what SDS stands for? I want to ask for the document that actually matches the product.
- 10 **Owen:** SDS means ⁵ _____. The important point is that it must match the actual product, not merely another container that looks similar.

Conversation continues on the next page.

The unreadable label

CONVERSATION / CONTINUED

- 11 **Farah:** Thank you. And if the bottle cannot be identified promptly, could we ask for a different one with clear information instead?
- 12 **Owen:** Ben can arrange an ⁶ _____ through the site process. That means a product with clear identification and relevant instructions, not another unknown bottle.
- 13 **Farah:** If Ben gives us a replacement, I still need to check that it is right for the surface, correct?
- 14 **Owen:** Agreed. ⁷ _____ still matters. We need the appropriate product for the assigned task, with the actual instructions and training requirements followed.
- 15 **Farah:** And any dilution has to come from those instructions, not the ratio I used at my last job.
- 16 **Owen:** Correct. Any ⁸ _____ instruction must come from the applicable information. This conversation has not established a ratio or authorized any preparation step.
- 17 **Farah:** Please tell Ben that I have not used this bottle. That is important for the report.
- 18 **Owen:** I will preserve that ⁹ _____ status in the message. We should also keep any exposure or incident report factual if something different ever occurs.
- 19 **Farah:** Good. Once the information is available, I will ask about any part I do not understand before I proceed with the assigned task.
- 20 **Owen:** That is the point of ¹⁰ _____. Let us ask Ben for reliable identification and understandable instructions, keeping the product unused while this uncertainty remains.

CHECK THE GAPS

1. looks like / 2. product identifier / 3. unreadable label / 4. product information / 5. safety data sheet / 6. identified replacement / 7. Surface compatibility / 8. dilution / 9. unused / 10. clarification

[Why these answers fit, page 117](#)

F Check accuracy and scope

The unreadable label

Return to the case

Cleaner Farah notices an unreadable label on a bottle on the cleaning cart. Colleague Owen believes it is the usual surface cleaner because of its color, but two products use similar bottles. Farah has not used it. Supervisor Ben can identify the product through the actual site process and provide the relevant information or a clearly identified replacement. No identity, mixing instruction, dilution ratio, protective-equipment selection, or use approval is established here. The task is to ask precise questions and preserve the stopped-use status while the uncertainty is resolved.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement is unsupported?

- A. Ben can arrange identification.
- B. This product is approved for the surface because the bottle looks familiar.
- C. The label is unreadable.
- D. Farah has not used it.

2. What should remain clear in the handoff?

- A. Product used successfully
- B. Dilution ratio invented
- C. Every similar bottle is interchangeable
- D. Identity unresolved and product unused

[Answers and explanations, page 119](#)

Listen for the distinction

Say what SDS stands for, then repeat the request for matching product information.

Question the evidence, not the colleague

A familiar coworker may offer a confident shortcut in good faith. Explain the specific uncertainty, such as two similar bottles, and request a reliable identification. This keeps the discussion cooperative while making clear that confidence or seniority cannot replace the missing product information.

F Say it / transfer to a new case

Report another unidentified container

A spray bottle on cart C has an unreadable label. Worker Ana has not used it. Lead Leon can arrange identification or an identified replacement. Product color is not sufficient evidence.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

unused / Leon / C / unreadable

- 01 **Worker:** The affected bottle is on cart ¹ _____.
- 02 **Worker:** The label is ² _____.
- 03 **Colleague:** The lead for this query is ³ _____.
- 04 **Worker:** The product remains ⁴ _____.

CHECK THE GAPS

1. C / 2. unreadable / 3. Leon / 4. unused

[Why these answers fit, page 119](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The unreadable label". Farah: "If Ben gives us a replacement, I still need to check that it is right for the surface, correct?" Owen: [missing response] Farah: "And any dilution has to come from those instructions, not the ratio I used at my last job." Which response belongs in the gap?

- A.** We should request the matching product information, including the appropriate label and safety information. We should not fill in missing directions from memory.
- B.** Agreed. Surface compatibility still matters. We need the appropriate product for the assigned task, with the actual instructions and training requirements followed.
- C.** Yes. We can report the unreadable label and say the product remains unused. He can arrange identification through the actual site process.
- D.** Correct. Any dilution instruction must come from the applicable information. This conversation has not established a ratio or authorized any preparation step.

[Answers and explanations, page 120](#)

A Read the situation

LESSON 04 / REPORTING FAULTS AND UNSAFE ACCESS

Give an exact location and observed condition, preserve uncertainty about the cause, and avoid premature clearance.

Outside washroom B

Cleaner Ravi sees water on the floor outside washroom B, beside the east stair door. Ravi does not know its source and has already reported it under the site safety arrangements. Supervisor Elena asks for a clear follow-up message identifying the location and current status. The affected area has not been declared ready. No leak diagnosis, repair result, completed cleanup, or approved reopening is established. The exchange practices accurate reporting while the actual site controls remain in effect; it does not teach a cleanup method or authorize anyone to enter the affected area.

People: Ravi, Cleaner; Elena, Supervisor.

Read the record

Choose one answer per question using the facts above.

1. Where is the water?

- A. Inside washroom A
- B. On the west stair landing
- C. In an unidentified guest room
- D. Outside washroom B, beside the east stair door

2. What does Ravi know about the source?

- A. It is unknown
- B. A pipe has definitely burst
- C. A guest deliberately spilled it
- D. The roof was repaired

3. What is the readiness status?

- A. It is safe because a report exists
- B. The affected area has not been declared ready
- C. It is approved for reopening
- D. Cleanup and inspection are complete

[Answers and explanations, page 121](#)

B Vocabulary in use

CORE TERMS

observed condition

What the worker directly notices at the location.

report the observed condition

landmark

Recognizable feature used to locate another place.

name a clear landmark

stair door

Door providing access to a stairway.

identify the stair door

threshold

Floor-level boundary at a doorway.

identify the threshold

visible water

Water that can be directly seen.

report visible water

leak

Unintended escape of liquid from a system or container.

verify a suspected leak

exact location

Specific place described with enough detail to identify it.

give the exact location

washroom

Room containing toilet and washing facilities.

identify the washroom

corridor

Passage connecting rooms or areas.

locate the corridor

stair landing

Level platform between flights or at a stair entrance.

describe the stair landing

source

Origin of the observed condition.

investigate the source

slip hazard

Condition that may cause a person to slip.

report a slip hazard

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

observed condition OBSERVED CONDITION

report the observed condition

Keep the meaning precise: What the worker directly notices at the location.

corridor CORRIDOR

locate the corridor

Keep the meaning precise: Passage connecting rooms or areas.

B Precision and professional shorthand

EXTEND YOUR RANGE

trip hazard

Obstacle or condition that may cause a person to trip.

distinguish a trip hazard

site controls

Actual measures governing safety and access at a location.

follow site controls

maintenance referral

Transfer of a fault concern to the relevant maintenance team.

arrange a maintenance referral

status update

Report of the current state of the matter.

provide a status update

reopening

Making an area available again after the relevant controls and approval.

confirm reopening

report acknowledgement

Confirmation that the hazard message was received.

obtain report acknowledgement

affected area

Specific area involved in an incident or condition.

identify the affected area

hazard report

Message recording a potentially harmful condition.

submit a hazard report

fault diagnosis

Determination of the cause or nature of a defect.

avoid an unsupported fault diagnosis

clearance

Required authorization that an area or item may return to the specified use.

await clearance

readiness

State of being prepared and authorized for the specified next use.

verify readiness

follow-up owner

Person responsible for the next check or update.

name the follow-up owner

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

slip hazard SLIP HAZARD

report a slip hazard

Keep the meaning precise: Condition that may cause a person to slip.

maintenance referral MAINTENANCE REFERRAL

arrange a maintenance referral

Keep the meaning precise: Transfer of a fault concern to the relevant maintenance team.

C Phrases that move the work forward

Lead with location

Water is visible outside washroom B.

State uncertainty

I do not know the source.

Confirm reporting

I have reported it under the site arrangements.

Ask for acknowledgement

Please confirm you have the correct location.

Keep observations factual

I am reporting what I can see.

Keep controls active

The actual site controls still apply.

Separate report and action

Receipt of the report does not mean the work is complete.

Give a bounded update

The location is confirmed; the source remains unknown.

Add the landmark

It is beside the east stair door.

Avoid a diagnosis

I am not confirming a plumbing fault.

Preserve the status

The area has not been declared ready.

Correct direction

East stair door, not west.

Avoid minimizing

I cannot describe it as harmless.

Request the next owner

Who is taking the follow-up?

Avoid reopening language

I have no clearance to report.

Close the message

Please keep the current status attached to that location.

Precision in real exchanges

Purpose: Avoid a diagnosis

Useful wording: I am not confirming a plumbing fault.

Purpose: Confirm reporting

Useful wording: I have reported it under the site arrangements.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which message is most precise?

- A.** It is nothing serious.
- B.** Water outside washroom B, beside the east stair door; source unknown.
- C.** Water somewhere near the toilets.
- D.** The east stair plumbing has definitely failed.

2. Which inference is not supported?

- A.** Water is visible on the floor.
- B.** The east stair door is a landmark.
- C.** The area is not declared ready.
- D.** The water definitely comes from a broken pipe.

3. A colleague needs the term for this meaning: Room containing toilet and washing facilities. Which term fits?

- A.** site controls
- B.** washroom
- C.** visible water
- D.** reopening

D Choose the response that fits / continued

4. Rebuild the exchange from "Outside washroom B". Elena: "Do we know the source, or have you only seen water on the floor?" Ravi: [missing response] Elena: "Have you already reported the condition through the site arrangements? I do not want this follow-up conversation to replace the required safety response." Which response belongs in the gap?

- A.** The observed condition is water on the floor outside washroom B, beside the east stair door. That is what I can state directly.
- B.** The source remains unknown to me. I have not diagnosed a pipe, a drain, or any other cause from the location alone.
- C.** Yes, the east stair door. I am using it as the landmark for the location, not claiming that the water came from the stairway.
- D.** Yes, I have made the hazard report under those arrangements. The actual site controls still apply while the condition is being addressed.

[Answers and explanations, page 121](#)

One useful distinction

Outside washroom B and beside the east stair door locate the water. They do not establish that it came from the washroom or stairs. Keep the observed location separate from the unknown source.

E Conversation

Outside washroom B

Outside washroom B

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

hazard report / report acknowledgement / fault diagnosis / source / affected area /
observed condition / east stair door / status update / clearance / outside washroom B

- 01 **Elena:** Following up on your earlier hazard report: where exactly is the water, and what is the current status?
- 02 **Ravi:** It is ¹ _____, beside the east stair door. Water is visible on the floor there; I do not know where it came from.
- 03 **Elena:** East stair door, not west? There are two similar entrances.
- 04 **Ravi:** Yes, the ² _____. I am using it as the landmark for the location, not claiming that the water came from the stairway.
- 05 **Elena:** Do we know the source, or have you only seen water on the floor?
- 06 **Ravi:** The ³ _____ remains unknown to me. I have not diagnosed a pipe, a drain, or any other cause from the location alone.
- 07 **Elena:** Have you already reported the condition through the site arrangements? I do not want this follow-up conversation to replace the required safety response.
- 08 **Ravi:** Yes, I have made the ⁴ _____ under those arrangements. The actual site controls still apply while the condition is being addressed.
- 09 **Elena:** Good. Please also state whether the affected area has been declared ready. I need to avoid passing on an accidental all-clear.
- 10 **Ravi:** There is no ⁵ _____ for me to report. The area has not been declared ready, and my report should not be read as approval to use it.

Conversation continues on the next page.

Outside washroom B

CONVERSATION / CONTINUED

- 11 **Elena:** I will retain that status. Give me one short observation to pass to the response team.
- 12 **Ravi:** The ⁶ _____ is water on the floor outside washroom B, beside the east stair door. That is what I can state directly.
- 13 **Elena:** Some people may hear near the washroom and assume a plumbing leak. I will make clear that the source still needs appropriate assessment.
- 14 **Ravi:** Thank you. A ⁷ _____ has not been made by me. The location helps someone find the condition, but it does not prove what caused it.
- 15 **Elena:** I have the report. I will not mark cleanup or repair complete from this call.
- 16 **Ravi:** Exactly. Your ⁸ _____ tells me the message arrived. It should not be turned into a completed-work entry or a statement that the area is ready.
- 17 **Elena:** I will coordinate the follow-up through the site process and keep the responsible people informed. No reopening decision is being made in this exchange.
- 18 **Ravi:** Then I will keep the ⁹ _____ factual: location confirmed, source unknown, area not declared ready. I will report any new observation through the same arrangements.
- 19 **Elena:** Please keep outside and east in the next handover. Those details will help the team find the right place.
- 20 **Ravi:** I will. The ¹⁰ _____ remains outside washroom B beside the east stair door. I will not replace that precise report with a guessed cause or an all-clear.

CHECK THE GAPS

1. outside washroom B / 2. east stair door / 3. source / 4. hazard report / 5. clearance / 6. observed condition / 7. fault diagnosis / 8. report acknowledgement / 9. status update / 10. affected area

[Why these answers fit, page 122](#)

F Check accuracy and scope

Outside washroom B

Return to the case

Cleaner Ravi sees water on the floor outside washroom B, beside the east stair door. Ravi does not know its source and has already reported it under the site safety arrangements. Supervisor Elena asks for a clear follow-up message identifying the location and current status. The affected area has not been declared ready. No leak diagnosis, repair result, completed cleanup, or approved reopening is established. The exchange practices accurate reporting while the actual site controls remain in effect; it does not teach a cleanup method or authorize anyone to enter the affected area.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What does report acknowledgement mean?

- A. Reopening is approved
- B. The source is repaired
- C. The message was received, not that the area is cleared
- D. Cleanup is complete

2. What should a follow-up preserve?

- A. An invented cause to sound decisive
- B. An all-clear because the supervisor answered
- C. A promised repair time without checking
- D. Location, observed condition, unknown source, and current readiness status

[Answers and explanations, page 124](#)

Listen for the distinction

Repeat Ravi's exact location, observation, unknown source, and uncleared status.

Urgency needs precision

A brief hazard message can be both direct and respectful. Lead with the location and observed condition, then state what is unknown and who has been informed. Do not soften a hazard into nothing serious or strengthen a location clue into an unsupported diagnosis.

F Say it / transfer to a new case

Report a different wet-floor location

Water is visible outside washroom D beside the west service door. The source is unknown. A report has been made, but the area has not been declared ready.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

unknown / west / ready / D

- 01 **Cleaner:** The water is outside washroom ¹ _____.
- 02 **Supervisor:** The landmark is the ² _____ service door.
- 03 **Cleaner:** The source remains ³ _____.
- 04 **Supervisor:** The area is not declared ⁴ _____.

CHECK THE GAPS

1. D / 2. west / 3. unknown / 4. ready

[Why these answers fit, page 124](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Outside washroom B". Elena: "Some people may hear near the washroom and assume a plumbing leak. I will make clear that the source still needs appropriate assessment." Ravi: [missing response] Elena: "I have the report. I will not mark cleanup or repair complete from this call." Which response belongs in the gap?

- A. Then I will keep the status update factual: location confirmed, source unknown, area not declared ready. I will report any new observation through the same arrangements.
- B. Exactly. Your report acknowledgement tells me the message arrived. It should not be turned into a completed-work entry or a statement that the area is ready.
- C. It is outside washroom B, beside the east stair door. Water is visible on the floor there; I do not know where it came from.
- D. Thank you. A fault diagnosis has not been made by me. The location helps someone find the condition, but it does not prove what caused it.

[Answers and explanations, page 125](#)

Review 2 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Clarifying product and task information" and "Reporting faults and unsafe access". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Vessel holding a substance or product. Which term fits?

- A. precautionary statement
- B. container
- C. cleaner
- D. ready-to-use

2. A colleague needs the term for this meaning: Level platform between flights or at a stair entrance. Which term fits?

- A. observed condition
- B. stair landing
- C. status update
- D. trip hazard

3. Rebuild the exchange from "Not during the call". Alex: "Thanks. Did you say eleven fifteen or eleven fifty? I did not quite catch it." Lina: [missing response] Alex: "Got it, fifteen to thirty. What happens if I am still on the call when you return?" Which response belongs in the gap?

- A. Thanks for explaining your availability. I will keep that separate from the later visit time.
- B. Understood. I will record that guest preference so another attendant does not bring them during your call.
- C. Eleven fifteen to eleven thirty. It is a time range, rather than an exact arrival time.
- D. I can offer fresh towels at the door now, if that is all you need today.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "Outside washroom B". Elena: "I will coordinate the follow-up through the site process and keep the responsible people informed. No reopening decision is being made in this exchange." Ravi: [missing response] Elena: "Please keep outside and east in the next handover. Those details will help the team find the right place." Which response belongs in the gap?

- A.** It is outside washroom B, beside the east stair door. Water is visible on the floor there; I do not know where it came from.
- B.** Then I will keep the status update factual: location confirmed, source unknown, area not declared ready. I will report any new observation through the same arrangements.
- C.** Thank you. A fault diagnosis has not been made by me. The location helps someone find the condition, but it does not prove what caused it.
- D.** Exactly. Your report acknowledgement tells me the message arrived. It should not be turned into a completed-work entry or a statement that the area is ready.

[Answers and explanations, page 148](#)

A Read the situation

LESSON 05 / HANDLING FOUND ITEMS AND PRIVACY QUESTIONS

Describe found property without inspecting private contents, record its location, and confirm transfer to the designated receiver.

The closed black case

After checkout, attendant Ana finds a closed black glasses case beneath the chair in room 214. The owner is unknown, and Ana does not open the case. Dev is the designated lost-property receiver and can accept it through the site procedure. The handover should record only established details and confirm receipt. A room number does not by itself identify the owner, and the appearance of a glasses case does not confirm what is inside. Any later ownership claim or release requires the actual verification process, not a guess during this conversation.

People: Ana, Room attendant; Dev, Designated lost-property receiver.

Read the record

Choose one answer per question using the facts above.

1. Where was the case found?

- A. Beneath a chair in room 241
- B. At an unidentified reception desk
- C. Beneath the chair in room 214
- D. Inside the wardrobe in room 214

2. What is known about the owner?

- A. The owner is unknown
- B. The last registered guest definitely owns it
- C. Dev owns it
- D. Ana has verified a claimant

3. Who is the designated receiver?

- A. The next guest automatically
- B. Dev
- C. Any caller who describes a black case
- D. An unnamed visitor

[Answers and explanations, page 126](#)

B Vocabulary in use

CORE TERMS

found property

Item discovered whose owner or custody needs appropriate handling.

report found property

visible description

Account limited to details observable without inspecting hidden contents.

give a visible description

closed item

Item whose interior is not exposed or inspected.

preserve the closed item

owner

Person with ownership of an item, requiring appropriate verification.

verify the owner

ownership claim

Statement that a person owns the item.

verify an ownership claim

checkout

End-of-stay departure process for a guest.

distinguish checkout from ownership

lost-property receiver

Designated person who accepts found items under the site process.

contact the lost-property receiver

glasses case

Container designed for spectacles, regardless of its actual contents.

describe the glasses case

contents

Items or material inside a container.

avoid guessing the contents

claimant

Person stating that an item belongs to them.

refer a claimant for verification

find location

Place where an item was discovered.

record the find location

property record

Entry documenting a found item and relevant handling details.

create a property record

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

found property FOUND PROPERTY

report found property

Keep the meaning precise: Item discovered whose owner or custody needs appropriate handling.

contents CONTENTS

avoid guessing the contents

Keep the meaning precise: Items or material inside a container.

B Precision and professional shorthand

EXTEND YOUR RANGE

item description

Identifying account of the item itself.

record the item description

receipt confirmation

Acknowledgement that the intended receiver has obtained the item.

obtain receipt confirmation

custody record

Record of who held or received an item through the process.

maintain the custody record

privacy boundary

Limit on access to or disclosure of personal information.

respect the privacy boundary

verified recipient

Person whose entitlement to receive the item has been established.

identify the verified recipient

site procedure

Required local process for handling the matter.

follow the site procedure

transfer

Passing an item to the designated next holder.

document the transfer

custody

Responsibility for holding an item at a given stage.

confirm custody

reference number

Identifier attached to a record or case.

record the reference number

disclosure

Sharing of information with another person.

avoid unauthorized disclosure

release

Authorized handover to the person entitled to receive the item.

authorize release

factual correction

Amendment that replaces an inaccurate detail with the verified fact.

make a factual correction

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

property record PROPERTY RECORD

create a property record

Keep the meaning precise: Entry documenting a found item and relevant handling details.

custody record CUSTODY RECORD

maintain the custody record

Keep the meaning precise: Record of who held or received an item through the process.

Phrases that move the work forward

Open the report

I found a closed black glasses case.

Give the position

It was beneath the chair.

Preserve uncertainty

I do not know the owner.

Identify the receiver

Are you the designated lost-property receiver?

Ask for receipt

Please confirm when you have received the item.

Separate custody and ownership

Receiving it does not identify its owner.

Route a claim

Ownership claims need the actual verification process.

Correct a number

The room is 214, not 241.

Give the room

It was in room 214.

State timing

I found it after checkout.

Avoid a contents claim

I have not opened it, so I cannot describe what is inside.

Request transfer

I need to hand this over through the site procedure.

Repeat the description

Closed black glasses case, beneath the chair, room 214.

Protect privacy

I cannot share guest details with an unverified caller.

Avoid release by guess

A room number alone is not release authorization.

Close the handover

The transfer is recorded; ownership remains unverified.

Precision in real exchanges

Purpose: State timing

Useful wording: I found it after checkout.

Purpose: Preserve uncertainty

Useful wording: I do not know the owner.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which description is supported?

- A.** Prescription glasses belonging to the last guest
- B.** An empty case confirmed by opening it
- C.** A valuable item with a known owner
- D.** Closed black glasses case beneath the chair in room 214

2. What does Dev's receipt establish?

- A.** Completed return to the owner
- B.** Transfer to the designated receiver
- C.** Verified ownership by a guest
- D.** Authorization for public disclosure

3. A colleague needs the term for this meaning: Container designed for spectacles, regardless of its actual contents. Which term fits?

- A.** glasses case
- B.** verified recipient
- C.** ownership claim
- D.** receipt confirmation

D Choose the response that fits / continued

4. Rebuild the exchange from "The closed black case". Ana: "The room is two fourteen, not two forty-one. I found it beneath the chair." Dev: [missing response] Ana: "That is right. It was found after checkout, but I do not know who owns it. I do not want to attach a guest name by guessing." Which response belongs in the gap?

- A.** Exactly. The custody record describes this staff handover. Any later return is a separate event with its own verification and recording requirements.
- B.** I have the find location as beneath the chair in room 214. I will read that back before finishing the entry.
- C.** I will record that visible description without adding a contents description. A case designed for glasses does not prove what is actually inside it.
- D.** I am the lost-property receiver for this handover. Please give me the visible description and exact find location before we record the transfer.

[Answers and explanations, page 126](#)

One useful distinction

Found after checkout is a timing fact, not proof that the last guest owns the item. Record the room and location accurately while leaving ownership unknown until the actual process verifies it.

E Conversation

The closed black case

The closed black case

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

lost-property receiver / receipt confirmation / property record / find location / ownership
/ visible description / custody record / ownership claim / release / privacy boundary

- 01 **Ana:** I have a found item from room two hundred fourteen, after checkout. Are you receiving lost property today?
- 02 **Dev:** I am the ¹ _____ for this handover. Please give me the visible description and exact find location before we record the transfer.
- 03 **Ana:** It is a closed black glasses case. I found it beneath the chair, and I have not opened it or inspected anything inside.
- 04 **Dev:** I will record that ² _____ without adding a contents description. A case designed for glasses does not prove what is actually inside it.
- 05 **Ana:** The room is two fourteen, not two forty-one. I found it beneath the chair.
- 06 **Dev:** I have the ³ _____ as beneath the chair in room 214. I will read that back before finishing the entry.
- 07 **Ana:** That is right. It was found after checkout, but I do not know who owns it. I do not want to attach a guest name by guessing.
- 08 **Dev:** We will keep ⁴ _____ unverified. The room and timing are useful facts, but they are not a completed identification of the person entitled to receive it.
- 09 **Ana:** Here is the closed case. Please confirm that you have received it for the record.
- 10 **Dev:** I have received the case. That is the ⁵ _____ for this transfer. The record should show the real handover rather than an intention to pass it on later.

Conversation continues on the next page.

The closed black case

CONVERSATION / CONTINUED

- 11 **Ana:** Thanks. I will record that I handed it to you, not that we returned it to a guest.
- 12 **Dev:** Exactly. The ⁶ _____ describes this staff handover. Any later return is a separate event with its own verification and recording requirements.
- 13 **Ana:** If someone calls about it later, should I send that query to the designated lost-property process?
- 14 **Dev:** Yes. An ⁷ _____ needs appropriate verification. We should not release an item simply because a caller supplies a room number or sounds confident.
- 15 **Ana:** And I should not discuss another guest's details while trying to help the caller. That would go beyond the information needed for this handover.
- 16 **Dev:** Correct. Keep the ⁸ _____ clear and use the designated process. Helpful service does not require giving an unverified caller someone else's personal information.
- 17 **Ana:** Could you read back the item and location before I leave?
- 18 **Dev:** The ⁹ _____ says closed black glasses case, found beneath the chair in room 214 after checkout, not opened by you, received by me.
- 19 **Ana:** That matches what happened. The staff transfer is complete, and we still do not have a verified owner or an authorized return to report.
- 20 **Dev:** Agreed. No ¹⁰ _____ to a claimant has occurred. We have completed and recorded the custody transfer while leaving the unresolved ownership question accurately open.

CHECK THE GAPS

1. lost-property receiver / 2. visible description / 3. find location / 4. ownership / 5. receipt confirmation / 6. custody record / 7. ownership claim / 8. privacy boundary / 9. property record / 10. release

[Why these answers fit, page 127](#)

F Check accuracy and scope

The closed black case

Return to the case

After checkout, attendant Ana finds a closed black glasses case beneath the chair in room 214. The owner is unknown, and Ana does not open the case. Dev is the designated lost-property receiver and can accept it through the site procedure. The handover should record only established details and confirm receipt. A room number does not by itself identify the owner, and the appearance of a glasses case does not confirm what is inside. Any later ownership claim or release requires the actual verification process, not a guess during this conversation.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement exceeds the evidence?

- A. The owner is unknown.
- B. It must belong to the last person who stayed in the room.
- C. It was found after checkout.
- D. The case is black and closed.

2. What should happen to a later claim?

- A. Open the case out of curiosity
- B. Follow the actual ownership-verification and release process
- C. Release immediately based only on room number
- D. Share all guest information with the caller

[Answers and explanations, page 129](#)

Listen for the distinction

Repeat the visible case description and where it was found without naming an owner.

Careful description protects everyone

A found item can prompt curiosity or pressure to identify its owner quickly. Keep the report neutral and limited to the visible details needed for the task. A confirmed transfer is useful progress without inventing ownership or discussing a guest with someone who has no verified role.

F Say it / transfer to a new case

Record a different found item

A closed navy pouch is found on the desk in room 318 after checkout. Its owner is unknown. Designated receiver Rosa confirms receiving it unopened.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

pouch / 318 / desk / unknown

- 01 **Attendant:** The item is a closed navy ¹ _____.
- 02 **Receiver:** The find location is the ² _____.
- 03 **Attendant:** The room number is ³ _____.
- 04 **Receiver:** The owner remains ⁴ _____.

CHECK THE GAPS

1. pouch / 2. desk / 3. 318 / 4. unknown

[Why these answers fit, page 129](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The closed black case". Ana: "If someone calls about it later, should I send that query to the designated lost-property process?" Dev: [missing response] Ana: "And I should not discuss another guest's details while trying to help the caller. That would go beyond the information needed for this handover." Which response belongs in the gap?

- A.** I will record that visible description without adding a contents description. A case designed for glasses does not prove what is actually inside it.
- B.** The property record says closed black glasses case, found beneath the chair in room 214 after checkout, not opened by you, received by me.
- C.** Yes. An ownership claim needs appropriate verification. We should not release an item simply because a caller supplies a room number or sounds confident.
- D.** Correct. Keep the privacy boundary clear and use the designated process. Helpful service does not require giving an unverified caller someone else's personal information.

[Answers and explanations, page 130](#)

A Read the situation

LESSON 06 / COUNTING LINEN AND REPLENISHING SUPPLIES

Report linen counts by item, calculate the exact shortfall, and separate expected delivery from stock on hand.

Three bath towels short

The third-floor cart target is twelve bath towels and eight hand towels. Attendant Noor counts nine bath towels and eight hand towels. A laundry delivery is expected but its arrival and contents are not confirmed. Supply lead Ben needs an item-specific report and a request for three additional bath towels, not a statement that all linen is unavailable. No delivery has been received or counted. The target is a cart-stock requirement, not a claim about the number of occupied rooms or a reason to substitute one towel type for another.

People: Noor, Room attendant; Ben, Supply lead.

Read the record

Choose one answer per question using the facts above.

1. What is the bath-towel shortfall?

- A. Three
- B. Nine
- C. Twelve
- D. Zero

2. What is the hand-towel status?

- A. All hand towels missing
- B. Three short
- C. Delivery needed to establish the current count
- D. Eight counted against a target of eight

3. What is known about the delivery?

- A. It guarantees the cart is complete
- B. It is expected but not confirmed
- C. It has arrived with three bath towels
- D. Its full contents were counted

[Answers and explanations, page 131](#)

B Vocabulary in use

CORE TERMS

linen

Textile items used in housekeeping, such as towels and bedding.

count the linen

hand towel

Smaller towel intended primarily for drying hands.

count hand towels

pillowcase

Cover used over a pillow.

replenish pillowcases

flat sheet

Unfitted bed sheet without shaped elastic corners.

identify a flat sheet

linen cart

Mobile storage unit carrying linen supplies.

replenish the linen cart

stock target

Quantity specified as the desired amount on hand.

confirm the stock target

bath towel

Larger towel intended for drying the body after bathing.

replenish bath towels

bath mat

Textile or other item used on the floor near bathing facilities.

identify the bath mat

duvet cover

Removable fabric cover for a duvet.

count duvet covers

fitted sheet

Sheet designed to fit around a mattress.

check fitted-sheet stock

floor allocation

Supplies assigned to a particular building floor.

check the floor allocation

par level

Planned stock level used for replenishment decisions.

compare with par level

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

linen **LINEN**

count the linen

Keep the meaning precise: Textile items used in housekeeping, such as towels and bedding.

duvet cover **DUVET COVER**

count duvet covers

Keep the meaning precise: Removable fabric cover for a duvet.

B Precision and professional shorthand

EXTEND YOUR RANGE

physical count

Quantity actually counted at the location.

complete a physical count

shortfall

Amount by which the current count is below the target.

calculate the shortfall

replenishment request

Request to restore the required stock.

submit a replenishment request

expected delivery

Delivery anticipated but not yet confirmed as received.

distinguish an expected delivery

delivery contents

Items and quantities actually included in a delivery.

verify delivery contents

substitution

Replacement of one item type with another under the required approval.

avoid an unapproved substitution

stock on hand

Supplies currently present, not merely expected.

report stock on hand

item type

Category of supply that must remain distinct in the count.

specify the item type

laundry delivery

Transfer of linen from the laundry supply process.

check the laundry delivery

confirmed receipt

Established arrival and acceptance under the relevant process.

record confirmed receipt

count discrepancy

Difference between a recorded or expected amount and a checked count.

report a count discrepancy

stock update

Revised statement of actual inventory after a verified change.

provide a stock update

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

par level **PAR LEVEL**

compare with par level

Keep the meaning precise: Planned stock level used for replenishment decisions.

replenishment request **REPLENISHMENT REQUEST**

submit a replenishment request

Keep the meaning precise: Request to restore the required stock.

C Phrases that move the work forward

Identify the cart

This is the third-floor linen cart.

Give the count

I counted nine bath towels.

Report the second item

Hand towels are eight against a target of eight.

Request the exact amount

Please arrange three additional bath towels.

Keep future stock separate

I have not added expected items to the current count.

Clarify contents

Do we know what the delivery contains?

Update after verification

I will revise the count after the actual receipt and checks.

Name the remaining need

The bath-towel shortfall remains open.

State the target

The target is twelve bath towels.

Calculate the gap

We are three bath towels short.

Avoid overstatement

The shortage is not across all linen.

Preserve uncertainty

The laundry delivery is expected but not confirmed.

Ask about receipt

Has the delivery actually arrived and been checked?

Reject a silent substitute

Hand towels are not an assumed replacement for bath towels.

Keep the unit visible

Three bath towels, not three carts or packs.

Close the count report

Nine bath towels and eight hand towels are currently counted.

Precision in real exchanges

Purpose: Calculate the gap

Useful wording: We are three bath towels short.

Purpose: Report the second item

Useful wording: Hand towels are eight against a target of eight.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which report is best?

- A.** Nine of twelve bath towels; eight of eight hand towels; three bath towels short.
- B.** We have no linen.
- C.** We are twelve towels short.
- D.** The expected delivery completes the cart.

2. Why not count the expected delivery?

- A.** Hand towels must replace every missing item.
- B.** The target has automatically changed.
- C.** Its arrival and contents are unconfirmed.
- D.** The driver has already confirmed all quantities.

3. A colleague needs the term for this meaning: Textile or other item used on the floor near bathing facilities. Which term fits?

- A.** bath mat
- B.** delivery contents
- C.** linen cart
- D.** shortfall

D Choose the response that fits / continued

4. Rebuild the exchange from "Three bath towels short". Noor: "Yes, just the bath towels are short. We do have the full eight hand towels." Ben: [missing response] Noor: "Laundry is expected today, but I have not received or counted anything from that delivery yet." Which response belongs in the gap?

- A.** We should name the linen cart and the two item types. This is the third-floor cart report, not a claim about every cupboard or every floor.
- B.** That is when the stock update should change the recorded figures. We should preserve the earlier count rather than retroactively pretend the cart was already full.
- C.** That gives a shortfall of three bath towels. The hand towels have no numerical gap against their target, so the two categories need different status messages.
- D.** Correct. Stock on hand remains nine bath towels and eight hand towels. An expected arrival is useful planning information, but it is not counted stock.

[Answers and explanations, page 131](#)

One useful distinction

Bath towels: target twelve, counted nine, short three. Hand towels: target eight, counted eight, no numerical shortfall. Keep item types separate even when giving a combined cart total.

E Conversation

Three bath towels short

Three bath towels short

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

linen cart / stock target / expected delivery / substitution / stock update /
delivery contents / Stock on hand / shortfall / replenishment request / physical count

- 01 **Noor:** I have counted the third-floor linen cart. The bath towels are below target, but the hand towels match their target.
- 02 **Ben:** Please give me the ¹ _____ and the target for each type. I want the item-specific figures before arranging replenishment.
- 03 **Noor:** The target is twelve bath towels, and I counted nine. For hand towels, the target is eight and the count is also eight.
- 04 **Ben:** That gives a ² _____ of three bath towels. The hand towels have no numerical gap against their target, so the two categories need different status messages.
- 05 **Noor:** Yes, just the bath towels are short. We do have the full eight hand towels.
- 06 **Ben:** We should name the ³ _____ and the two item types. This is the third-floor cart report, not a claim about every cupboard or every floor.
- 07 **Noor:** Laundry is expected today, but I have not received or counted anything from that delivery yet.
- 08 **Ben:** Then it remains an ⁴ _____. We cannot use it to close the bath-towel shortage until the actual supply and relevant checks are established.
- 09 **Noor:** I have kept it out of the current count. I do not want to report twelve just because a delivery may be on the way.
- 10 **Ben:** Correct. ⁵ _____ remains nine bath towels and eight hand towels. An expected arrival is useful planning information, but it is not counted stock.

Conversation continues on the next page.

Three bath towels short

CONVERSATION / CONTINUED

- 11 **Noor:** Please request three individual bath towels for this cart, not three packs.
- 12 **Ben:** I will make the ⁶ _____ for three additional bath towels. Keeping the unit explicit prevents us from ordering or recording an unintended quantity.
- 13 **Noor:** The eight hand towels are already allocated to their own target. I have not offered them as substitutes.
- 14 **Ben:** No ⁷ _____ has been approved. A hand towel and a bath towel are different stock items, and the present count does not authorize changing the required mix.
- 15 **Noor:** Understood. When the delivery does arrive, I will need to check what it actually includes rather than assume it contains the missing bath towels.
- 16 **Ben:** Yes, verify the ⁸ _____ through the normal process. An arrival by itself does not establish that the three needed bath towels are in it.
- 17 **Noor:** I will update you after receipt and checking. Until then, the bath-towel count stays at nine.
- 18 **Ben:** That is when the ⁹ _____ should change the recorded figures. We should preserve the earlier count rather than retroactively pretend the cart was already full.
- 19 **Noor:** My final read-back is third-floor cart: nine bath towels against twelve, eight hand towels against eight, with three bath towels still needed.
- 20 **Ben:** Agreed. The ¹⁰ _____ remains twelve and eight respectively. The delivery is expected, not confirmed, and the request is for three additional bath towels.

CHECK THE GAPS

1. physical count / 2. shortfall / 3. linen cart / 4. expected delivery / 5. Stock on hand / 6. replenishment request / 7. substitution / 8. delivery contents / 9. stock update / 10. stock target

[Why these answers fit, page 132](#)

F Check accuracy and scope

Three bath towels short

Return to the case

The third-floor cart target is twelve bath towels and eight hand towels. Attendant Noor counts nine bath towels and eight hand towels. A laundry delivery is expected but its arrival and contents are not confirmed. Supply lead Ben needs an item-specific report and a request for three additional bath towels, not a statement that all linen is unavailable. No delivery has been received or counted. The target is a cart-stock requirement, not a claim about the number of occupied rooms or a reason to substitute one towel type for another.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which request matches the shortfall?

- A. Eight additional bath towels
- B. Three packs of bath towels
- C. Three additional bath towels
- D. Twelve additional hand towels

2. What does the cart target establish?

- A. Twelve occupied rooms
- B. Eight guests on the floor
- C. Permission to substitute any linen
- D. A required stock mix, not the number of occupied rooms

[Answers and explanations, page 134](#)

Listen for the distinction

Say the bath-towel calculation and the separate hand-towel comparison aloud.

Specific shortages are easier to solve

A broad statement such as we have no linen can cause unnecessary disruption. Name the cart, the towel type, the target, and the counted amount. Keep expected supplies out of the current count until the actual receipt and checks occur.

F Say it / transfer to a new case

Calculate another linen shortfall

The second-floor cart target is ten bath towels and six hand towels. The count is seven bath towels and six hand towels. A delivery is expected but not confirmed.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

ten / three / six / seven

- 01 **Attendant:** The bath-towel target is ¹ _____.
- 02 **Lead:** The counted bath towels total ² _____.
- 03 **Attendant:** We need ³ _____ additional bath towels.
- 04 **Lead:** The hand-towel count is ⁴ _____.

CHECK THE GAPS

1. ten / 2. seven / 3. three / 4. six

[Why these answers fit, page 134](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Three bath towels short". Noor: "The eight hand towels are already allocated to their own target. I have not offered them as substitutes." Ben: [missing response] Noor: "Understood. When the delivery does arrive, I will need to check what it actually includes rather than assume it contains the missing bath towels." Which response belongs in the gap?

- A.** That gives a shortfall of three bath towels. The hand towels have no numerical gap against their target, so the two categories need different status messages.
- B.** No substitution has been approved. A hand towel and a bath towel are different stock items, and the present count does not authorize changing the required mix.
- C.** That is when the stock update should change the recorded figures. We should preserve the earlier count rather than retroactively pretend the cart was already full.
- D.** We should name the linen cart and the two item types. This is the third-floor cart report, not a claim about every cupboard or every floor.

[Answers and explanations, page 135](#)

Review 3 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Handling found items and privacy questions" and "Counting linen and replenishing supplies". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Account limited to details observable without inspecting hidden contents. Which term fits?

- A. transfer
- B. claimant
- C. disclosure
- D. visible description

2. A colleague needs the term for this meaning: Sheet designed to fit around a mattress. Which term fits?

- A. fitted sheet
- B. linen
- C. expected delivery
- D. physical count

3. Rebuild the exchange from "Outside washroom B". Elena: "Good. Please also state whether the affected area has been declared ready. I need to avoid passing on an accidental all-clear." Ravi: [missing response] Elena: "I will retain that status. Give me one short observation to pass to the response team." Which response belongs in the gap?

- A. Thank you. A fault diagnosis has not been made by me. The location helps someone find the condition, but it does not prove what caused it.
- B. There is no clearance for me to report. The area has not been declared ready, and my report should not be read as approval to use it.
- C. Then I will keep the status update factual: location confirmed, source unknown, area not declared ready. I will report any new observation through the same arrangements.
- D. Exactly. Your report acknowledgement tells me the message arrived. It should not be turned into a completed-work entry or a statement that the area is ready.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "Three bath towels short". Noor: "I will update you after receipt and checking. Until then, the bath-towel count stays at nine." Ben: [missing response] Noor: "My final read-back is third-floor cart: nine bath towels against twelve, eight hand towels against eight, with three bath towels still needed." Which response belongs in the gap?

- A.** Correct. Stock on hand remains nine bath towels and eight hand towels. An expected arrival is useful planning information, but it is not counted stock.
- B.** That is when the stock update should change the recorded figures. We should preserve the earlier count rather than retroactively pretend the cart was already full.
- C.** We should name the linen cart and the two item types. This is the third-floor cart report, not a claim about every cupboard or every floor.
- D.** That gives a shortfall of three bath towels. The hand towels have no numerical gap against their target, so the two categories need different status messages.

[Answers and explanations, page 150](#)

A Read the situation

LESSON 07 / RESPONDING TO A QUALITY CONCERN

Acknowledge a reported result, identify the exact surface, and arrange a check without inventing the cause or outcome.

Streaks beside office 8

Client Dana reports streaks on the interior glass panel beside office 8, which was cleaned earlier today. Cleaner Malik has not yet checked the reported area with the client. Dana is available to point out the panel. Lead Rosa can arrange a check and appropriate rework through the site process. The cause is unknown, and no rework or final inspection is complete. Malik needs to acknowledge the concern, locate it precisely, and explain the next step without denying the report, blaming someone, or promising a result and time that have not been verified.

People: Dana, Client contact; Malik, Cleaner.

Read the record

Choose one answer per question using the facts above.

1. Which surface is reported?

- A. Every glass surface in the building
- B. The floor inside office 18
- C. Interior glass panel beside office 8
- D. Exterior window above office 8

2. What is known about the cause?

- A. Wrong product is confirmed
- B. The client caused the streaks
- C. Permanent damage is established
- D. It is unknown

3. What can Dana do now?

- A. Authorize every chemical procedure
- B. Confirm completed rework
- C. Supply a finished inspection result
- D. Point out the panel

[Answers and explanations, page 136](#)

B Vocabulary in use

CORE TERMS

quality concern

Report that a result may not meet the required standard.

acknowledge a quality concern

smear

Spread or blurred mark on a surface.

describe a smear

haze

Cloudy appearance that reduces surface clarity.

describe a haze

interior glass

Glass surface on the inside of a building or assembly.

identify interior glass

partition

Structure dividing areas within a space.

identify the partition

edge

Boundary of a surface or object.

identify the affected edge

streak

Visible line or mark remaining across a surface.

report streaks on glass

residue

Material remaining after an activity or substance has been removed.

identify residue

scratch

Mark or damage caused by abrasion or contact.

distinguish a scratch from residue

glass panel

Defined sheet or section of glass.

locate the glass panel

frame

Surrounding support or border of a panel.

distinguish the frame from glass

finish

Visible or specified final condition of a surface.

assess the finish

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

quality concern **QUALITY CONCERN**

acknowledge a quality concern

Keep the meaning precise: Report that a result may not meet the required standard.

scratch **SCRATCH**

distinguish a scratch from residue

Keep the meaning precise: Mark or damage caused by abrasion or contact.

B Precision and professional shorthand

EXTEND YOUR RANGE

inspection

Examination against the relevant requirements.

arrange an inspection

verification check

Check that the specified result has actually been achieved.

complete a verification check

fluorescent marker

Tracer used to check whether a marked spot was physically cleaned; removal does not prove disinfection.

assess fluorescent-marker removal

service standard

Required level or condition of the provided service.

check the service standard

follow-up arrangement

Agreed method or responsibility for the next action.

confirm a follow-up arrangement

rework

Additional work to correct a result that does not meet requirements.

arrange appropriate rework

reported result

Outcome described by the person raising the concern.

acknowledge the reported result

cause analysis

Investigation of why a result occurred.

separate cause analysis from acknowledgement

client feedback

Information from the client about the service received.

receive client feedback

ATP

Adenosine triphosphate; a cleaning-test signal for organic material, not a direct count of specific pathogens.

interpret an ATP result

B Precision and professional shorthand / continued

resolution

Established outcome that addresses the issue through the actual process.

confirm resolution

update commitment

Promise to provide information about progress, not a guaranteed result.

make an update commitment

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

finish FINISH

assess the finish

Keep the meaning precise: Visible or specified final condition of a surface.

fluorescent marker FLUORESCENT MARKER

assess fluorescent-marker removal

Keep the meaning precise: Tracer used to check whether a marked spot was physically cleaned; removal does not prove disinfection.

Phrases that move the work forward

Acknowledge the concern

Thank you for pointing out the streaks.

Identify the panel

Is it the interior glass beside office 8?

Avoid dismissing the report

The earlier cleaning does not answer your concern about the current result.

Involve the lead

I will ask Rosa to arrange a check.

Avoid a guessed remedy

I will not choose a method before the relevant assessment.

Check the timing

Let me check when the team can do that.

Acknowledge availability

Thank you for being available to show us the panel.

Separate done and verified

A completion report still needs the required verification.

Recognize the inconvenience

I am sorry the result is not as expected.

Ask for a precise indication

Could you point out the affected area?

Separate the cause

I do not know what caused the marks yet.

Explain the next stage

The check will establish what appropriate rework is needed.

Keep status accurate

Rework has not been completed yet.

Preserve the location

Interior panel beside office 8, not the exterior window.

Promise an update

I will pass on the checked next step.

Close the response

I have the concern and location; Rosa will receive the follow-up request.

Precision in real exchanges

Purpose: Ask for a precise indication

Useful wording: Could you point out the affected area?

Purpose: Avoid dismissing the report

Useful wording: The earlier cleaning does not answer your concern about the current result.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which opening is most useful?

- A.** The glass is permanently damaged.
- B.** Thank you for pointing it out; could you show me the interior panel beside office 8?
- C.** We cleaned it, so there cannot be streaks.
- D.** You must have touched it.

2. What does cleaned earlier establish?

- A.** A confirmed product error
- B.** A past cleaning activity, not verified current quality
- C.** Guaranteed absence of marks
- D.** Completed rework after the complaint

3. A colleague needs the term for this meaning: Material remaining after an activity or substance has been removed. Which term fits?

- A.** partition
- B.** residue
- C.** verification check
- D.** follow-up arrangement

D Choose the response that fits / continued

4. Rebuild the exchange from "Streaks beside office 8". Dana: "Yes, I can show you. I have only noticed streaks; I cannot tell what caused them." Malik: [missing response] Dana: "I mentioned it because someone may see the cleaning record and think nothing more needs doing." Which response belongs in the gap?

- A.** Thanks for pointing it out. I am sorry about that. Which panel do you mean?
- B.** Absolutely. I will keep streaks as the description. I have not established a cause.
- C.** That helps. I will describe the reported result, not assume a product problem or permanent damage.
- D.** I can pass it to Rosa, our lead. She can arrange an inspection and any appropriate follow-up work.

[Answers and explanations, page 136](#)

One useful distinction

Streaks are the reported result. They do not prove the wrong product, permanent damage, or who caused the problem. Acknowledge the report and identify the panel before discussing what the actual check establishes.

E Conversation

Streaks beside office 8

Streaks beside office 8

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

streaks / keep you updated / verification check / inspection / resolved / reported result
/ follow-up request / rework / pointing it out / interior glass

- 01 **Dana:** There are still streaks on the glass beside office eight. It was cleaned earlier, but it does not look right.
- 02 **Malik:** Thanks for ¹ _____. I am sorry about that. Which panel do you mean?
- 03 **Dana:** The inside panel beside the office door, not the window facing the street.
- 04 **Malik:** The ² _____, beside office eight. I have that. Could you show me where the marks are when we check it?
- 05 **Dana:** Yes, I can show you. I have only noticed streaks; I cannot tell what caused them.
- 06 **Malik:** That helps. I will describe the ³ _____, not assume a product problem or permanent damage.
- 07 **Dana:** I mentioned it because someone may see the cleaning record and think nothing more needs doing.
- 08 **Malik:** I understand. The earlier work does not replace a ⁴ _____ of the finish you are telling me about.
- 09 **Dana:** Who should I speak to about getting it checked? I do not want to start again with another person.
- 10 **Malik:** I can pass it to Rosa, our lead. She can arrange an ⁵ _____ and any appropriate follow-up work.

Conversation continues on the next page.

Streaks beside office 8

CONVERSATION / CONTINUED

- 11 **Dana:** Please tell her streaks, not scratches. I do not want the message to sound worse than what I saw.
- 12 **Malik:** Absolutely. I will keep ⁶ _____ as the description. I have not established a cause.
- 13 **Dana:** Could it be dealt with soon? People will be using the office.
- 14 **Malik:** I will ask about timing. I can ⁷ _____, but I do not have a confirmed finishing time to give you yet.
- 15 **Dana:** All right. Please let me know what Rosa says rather than telling me it has already been fixed.
- 16 **Malik:** Of course. Any ⁸ _____ will need to suit the actual panel and condition.
- 17 **Dana:** There are several panels along there. Will you mention that I can point out this one?
- 18 **Malik:** Yes. The ⁹ _____ will say interior panel beside office eight, with you available to identify the marks.
- 19 **Dana:** Thank you. That should save us checking the wrong glass.
- 20 **Malik:** I will pass that on to Rosa. We will not mark it ¹⁰ _____ simply because the message has been received.

CHECK THE GAPS

1. pointing it out / 2. interior glass / 3. reported result / 4. verification check / 5. inspection / 6. streaks / 7. keep you updated / 8. rework / 9. follow-up request / 10. resolved

[Why these answers fit, page 137](#)

F Check accuracy and scope

Streaks beside office 8

Return to the case

Client Dana reports streaks on the interior glass panel beside office 8, which was cleaned earlier today. Cleaner Malik has not yet checked the reported area with the client. Dana is available to point out the panel. Lead Rosa can arrange a check and appropriate rework through the site process. The cause is unknown, and no rework or final inspection is complete. Malik needs to acknowledge the concern, locate it precisely, and explain the next step without denying the report, blaming someone, or promising a result and time that have not been verified.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which next step fits the brief?

- A. Mark the complaint resolved immediately
- B. Ask Rosa to arrange a check and appropriate rework
- C. Promise a perfect finish in five minutes
- D. Select a chemical method without assessment

2. Which statement falsely closes the issue?

- A. The cause remains unknown.
- B. The follow-up needs a check.
- C. The panel is now verified clear because the client reported it.
- D. Dana can point out the panel.

[Answers and explanations, page 139](#)

Listen for the distinction

Repeat Malik's acknowledgement and specific request to Rosa.

Acknowledge the result before explaining the process

Saying we already cleaned it may sound like a refusal to listen. Recognize the reported concern first, then clarify the surface and arrange the check. An acknowledgement does not require guessing a technical cause or admitting a fault that has not been established.

F Say it / transfer to a new case

Respond to another reported finish

A client reports smears on the interior panel beside office 12. Lead Ben can arrange a check. The cause is unknown, and no rework has been completed.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

unknown / Ben / smears / 12

- 01 **Cleaner:** The reported marks are ¹ _____.
- 02 **Client:** The panel is beside office ² _____.
- 03 **Cleaner:** The lead for the check is ³ _____.
- 04 **Cleaner:** The cause remains ⁴ _____.

CHECK THE GAPS

1. smears / 2. 12 / 3. Ben / 4. unknown

[Why these answers fit, page 139](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Streaks beside office 8". Dana: "Could it be dealt with soon? People will be using the office." Malik: [missing response] Dana: "All right. Please let me know what Rosa says rather than telling me it has already been fixed." Which response belongs in the gap?

- A.** I will ask about timing. I can keep you updated, but I do not have a confirmed finishing time to give you yet.
- B.** The interior glass, beside office eight. I have that. Could you show me where the marks are when we check it?
- C.** I understand. The earlier work does not replace a verification check of the finish you are telling me about.
- D.** I will pass that on to Rosa. We will not mark it resolved simply because the message has been received.

[Answers and explanations, page 140](#)

A Read the situation

LESSON 08 / GIVING A CLEAR END-OF-SHIFT HANDOVER

Report each room status separately, assign the unfinished steps, and avoid confusing cleaning with inspection or release.

Three rooms, different stages

At the end of the shift, attendant Tessa hands over rooms 301, 302, and 303 to incoming attendant Arun. Rooms 301 and 302 have been cleaned. Room 302 still awaits inspection by supervisor Rosa. Room 303 was inaccessible and has not been cleaned. Arun can accept the access follow-up for 303; Rosa owns the inspection of 302. The handover does not establish room-release decisions or an inspection result for 301. No new room entry, completed inspection, or completed cleaning of 303 occurs during this conversation.

People: Tessa, Outgoing room attendant; Arun, Incoming room attendant.

Read the record

Choose one answer per question using the facts above.

1. Which rooms have been cleaned?

- A. 301 and 302
- B. All three rooms
- C. Only 303
- D. No rooms

2. What remains for 302?

- A. Cleaning confirmed as never started
- B. A guest-release decision already made
- C. Arun's access follow-up for 303
- D. Rosa's inspection

3. What is the status of 303?

- A. Inaccessible and not cleaned; access follow-up can pass to Arun
- B. Cleaned and inspected
- C. Released to a guest
- D. Automatically accessible after handover

[Answers and explanations, page 141](#)

B Vocabulary in use

CORE TERMS

room status

Current recorded state of a guest room.
report room status

awaiting inspection

Cleaning completed but the required inspection not yet performed.
retain awaiting-inspection status

not cleaned

Cleaning has not been carried out.
preserve not-cleaned status

inspection owner

Person responsible for the pending inspection.
name the inspection owner

room-status board

Shared display or record of room stages.
update the room-status board

outgoing shift

Team or work period passing responsibility onward.
brief the outgoing shift

cleaned

Cleaning task completed, distinct from later inspection or release.
mark the room cleaned

inaccessible

Not available for authorized entry or work at the relevant time.
report an inaccessible room

room release

Authorization making a room available for the intended use.
verify room release

access follow-up

Task of checking and resolving access through the actual procedure.
accept an access follow-up

handover log

Record of transferred work and current status.
maintain the handover log

incoming shift

Team or work period taking over responsibility.
brief the incoming shift

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

room status ROOM STATUS

report room status

Keep the meaning precise: Current recorded state of a guest room.

room release ROOM RELEASE

verify room release

Keep the meaning precise: Authorization making a room available for the intended use.

B Precision and professional shorthand

EXTEND YOUR RANGE

outstanding task

Required work that remains unfinished.

identify an outstanding task

completion evidence

Information establishing that work actually occurred.

require completion evidence

inspection result

Actual finding or outcome of the room check.

record the inspection result

access restriction

Condition limiting entry or work in an area.

preserve an access restriction

follow-up priority

Relative order or urgency assigned to unfinished tasks.

clarify follow-up priority

carryover work

Unfinished work transferred to the next shift.

track carryover work

task acceptance

Agreement to take responsibility for a task.

confirm task acceptance

status transition

Change from one recorded stage to another after the relevant event.

verify a status transition

release authority

Person or process entitled to authorize the next use.

confirm release authority

room identifier

Number or other detail distinguishing the room.

repeat the room identifier

exception report

Record of a task or condition outside the expected completed state.

submit an exception report

separate status

Distinct recorded state for each room or task.

preserve separate statuses

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

incoming shift INCOMING SHIFT

brief the incoming shift

Keep the meaning precise: Team or work period taking over responsibility.

inspection result INSPECTION RESULT

record the inspection result

Keep the meaning precise: Actual finding or outcome of the room check.

Phrases that move the work forward

Start the room list

I have separate updates for 301, 302, and 303.

Avoid an invented result

I have no inspection result for 301 to add.

Name the inspection owner

Rosa owns the inspection for 302.

Preserve the consequence

Room 303 has not been cleaned.

Accept without overclaiming

I accept the follow-up; access is not resolved yet.

Avoid automatic release

This handover does not authorize room release.

Update by event

Change the status only when the relevant work or decision occurs.

Confirm the record

The handover log should match these separate statuses.

State the first fact

Room 301 has been cleaned.

State the second stage

Room 302 is cleaned and awaiting inspection.

State the access issue

Room 303 was inaccessible.

Assign follow-up

Can you take the access follow-up for 303?

Keep entry separate

The actual access procedure still applies.

Repeat the unfinished work

Inspection for 302 and access follow-up for 303 remain open.

Keep room numbers attached

Please record each stage against the correct room.

Close with ownership

Rosa will inspect 302; you will check access to 303.

Precision in real exchanges

Purpose: State the second stage

Useful wording: Room 302 is cleaned and awaiting inspection.

Purpose: Name the inspection owner

Useful wording: Rosa owns the inspection for 302.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which summary is accurate?

- A.** 302 inspected because Rosa is responsible.
- B.** 301 cleaned; 302 cleaned, inspection pending; 303 inaccessible and not cleaned.
- C.** All three rooms ready.
- D.** 303 cleaned because Arun accepted it.

2. What does Arun accept?

- A.** A completed inspection result for 302
- B.** Proof 303 is already clean
- C.** Access follow-up for 303
- D.** Authority to release every room

3. A colleague needs the term for this meaning: Not available for authorized entry or work at the relevant time. Which term fits?

- A.** room-status board
- B.** inaccessible
- C.** completion evidence
- D.** follow-up priority

D Choose the response that fits / continued

4. Rebuild the exchange from "Three rooms, different stages". Tessa: "Room three hundred two has also been cleaned, but it still awaits Rosa's inspection. That unfinished step needs to remain visible." Arun: [missing response] Tessa: "Rosa is still doing the inspection for three oh two. I only need you to carry that information forward." Which response belongs in the gap?

- A.** I will keep a separate status for each room. Shared numbering does not make the stages identical, and an unknown result should remain unknown.
- B.** Rosa is the inspection owner. I can carry the status forward, but I should not report that she has already completed the check.
- C.** So 302 is awaiting inspection, with cleaning complete. I will keep that distinction on the room-status record instead of shortening it to ready.
- D.** Understood. Room release belongs to the actual authorized process. I will not substitute our conversation for the required inspection or release decision.

[Answers and explanations, page 141](#)

One useful distinction

Cleaned is not a synonym for inspected or released. Room 302 illustrates the difference: cleaning is complete, but inspection is pending. Room 303 has not been cleaned at all because access was unavailable.

E Conversation

Three rooms, different stages

Three rooms, different stages

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

status transition / Room release / access follow-up / separate status / handover log /
awaiting inspection / cleaned / task acceptance / not cleaned / inspection owner

- 01 **Tessa:** Can I run through rooms three oh one, three oh two, and three oh three before I leave?
- 02 **Arun:** I am ready to take the ¹ _____ details. Give me each room number with what has actually happened and what remains for the next person.
- 03 **Tessa:** Room three hundred one has been cleaned. I have no inspection result or room-release decision to add to that statement.
- 04 **Arun:** I will record ² _____ for 301 without inventing another stage. The absence of an inspection result in this message does not mean I can assume one.
- 05 **Tessa:** Room three hundred two has also been cleaned, but it still awaits Rosa's inspection. That unfinished step needs to remain visible.
- 06 **Arun:** So 302 is ³ _____, with cleaning complete. I will keep that distinction on the room-status record instead of shortening it to ready.
- 07 **Tessa:** Rosa is still doing the inspection for three oh two. I only need you to carry that information forward.
- 08 **Arun:** Rosa is the ⁴ _____. I can carry the status forward, but I should not report that she has already completed the check.
- 09 **Tessa:** Room three hundred three was inaccessible, so it has not been cleaned. Can you take the access follow-up through the actual procedure?
- 10 **Arun:** Yes, I accept the ⁵ _____ for 303. That means I will address the access question through the proper route, not enter just because the shift has changed.

Conversation continues on the next page.

Three rooms, different stages

CONVERSATION / CONTINUED

- 11 **Tessa:** Thanks. Three oh three stays not cleaned until the work is actually done.
- 12 **Arun:** I will preserve the ⁶ _____ status. A planned follow-up is not completion evidence, and I will not upgrade the room based on an intention.
- 13 **Tessa:** Good. If someone asks whether all three rooms can be released, this handover alone does not supply that decision for any of them.
- 14 **Arun:** Understood. ⁷ _____ belongs to the actual authorized process. I will not substitute our conversation for the required inspection or release decision.
- 15 **Tessa:** Can you repeat who has the inspection and who has the access follow-up?
- 16 **Arun:** Rosa has the inspection for 302; I have the access follow-up for 303. That is my ⁸ _____, not a report that either outstanding task is finished.
- 17 **Tessa:** That is accurate. Room 301 is reported cleaned only. Please do not borrow 302's inspection status and apply it to 301 without information.
- 18 **Arun:** I will keep a ⁹ _____ for each room. Shared numbering does not make the stages identical, and an unknown result should remain unknown.
- 19 **Tessa:** That matches my list. Please add the real outcomes to the right room as the checks happen.
- 20 **Arun:** Yes. Each ¹⁰ _____ will follow the relevant event. For now: 301 cleaned, 302 cleaned and awaiting Rosa's inspection, 303 inaccessible and not cleaned, with access follow-up assigned to me.

CHECK THE GAPS

1. handover log / 2. cleaned / 3. awaiting inspection / 4. inspection owner / 5. access follow-up / 6. not cleaned / 7. Room release / 8. task acceptance / 9. separate status / 10. status transition

[Why these answers fit, page 142](#)

F Check accuracy and scope

Three rooms, different stages

Return to the case

At the end of the shift, attendant Tessa hands over rooms 301, 302, and 303 to incoming attendant Arun. Rooms 301 and 302 have been cleaned. Room 302 still awaits inspection by supervisor Rosa. Room 303 was inaccessible and has not been cleaned. Arun can accept the access follow-up for 303; Rosa owns the inspection of 302. The handover does not establish room-release decisions or an inspection result for 301. No new room entry, completed inspection, or completed cleaning of 303 occurs during this conversation.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What can be said about 301's inspection?

- A. No result is supplied in this handover.
- B. It definitely passed.
- C. It definitely failed.
- D. It has the same inspection status as 302.

2. When should a status change?

- A. As soon as a new shift arrives
- B. When someone repeats the room number
- C. Before the required inspection to save time
- D. After the relevant actual work or authorized decision

[Answers and explanations, page 144](#)

Listen for the distinction

Repeat Rosa's inspection task separately from Arun's access task.

Precision survives a shift change

A short list can carry more useful information than a general all done message. Repeat each room number with its actual stage and the person responsible for the next step. Receiving the list should make ownership clear without upgrading an unfinished status.

F Say it / transfer to a new case

Hand over another room sequence

Room 410 is cleaned. Room 411 is cleaned and awaits inspection by Ben. Room 412 was inaccessible and is not cleaned. Incoming attendant Jo accepts the access follow-up for 412.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

412 / Ben / 411 / Jo

- 01 **Outgoing:** The room awaiting inspection is ¹ _____.
- 02 **Incoming:** The inspection owner is ² _____.
- 03 **Outgoing:** The inaccessible, uncleaned room is ³ _____.
- 04 **Incoming:** The access follow-up has been accepted by ⁴ _____.

CHECK THE GAPS

1. 411 / 2. Ben / 3. 412 / 4. Jo

[Why these answers fit, page 144](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Three rooms, different stages". Tessa: "Good. If someone asks whether all three rooms can be released, this handover alone does not supply that decision for any of them." Arun: [missing response] Tessa: "Can you repeat who has the inspection and who has the access follow-up?" Which response belongs in the gap?

- A.** I will keep a separate status for each room. Shared numbering does not make the stages identical, and an unknown result should remain unknown.
- B.** Understood. Room release belongs to the actual authorized process. I will not substitute our conversation for the required inspection or release decision.
- C.** Rosa is the inspection owner. I can carry the status forward, but I should not report that she has already completed the check.
- D.** So 302 is awaiting inspection, with cleaning complete. I will keep that distinction on the room-status record instead of shortening it to ready.

[Answers and explanations, page 145](#)

Review 4 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Responding to a quality concern" and "Giving a clear end-of-shift handover". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Spread or blurred mark on a surface. Which term fits?

- A. smear
- B. rework
- C. glass panel
- D. client feedback

2. A colleague needs the term for this meaning: Task of checking and resolving access through the actual procedure. Which term fits?

- A. access restriction
- B. outstanding task
- C. room status
- D. access follow-up

3. Rebuild the exchange from "Three bath towels short". Noor: "I have kept it out of the current count. I do not want to report twelve just because a delivery may be on the way." Ben: [missing response] Noor: "Please request three individual bath towels for this cart, not three packs." Which response belongs in the gap?

- A. That gives a shortfall of three bath towels. The hand towels have no numerical gap against their target, so the two categories need different status messages.
- B. Yes, verify the delivery contents through the normal process. An arrival by itself does not establish that the three needed bath towels are in it.
- C. Correct. Stock on hand remains nine bath towels and eight hand towels. An expected arrival is useful planning information, but it is not counted stock.
- D. We should name the linen cart and the two item types. This is the third-floor cart report, not a claim about every cupboard or every floor.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "Three rooms, different stages". Tessa: "That is accurate. Room 301 is reported cleaned only. Please do not borrow 302's inspection status and apply it to 301 without information." Arun: [missing response] Tessa: "That matches my list. Please add the real outcomes to the right room as the checks happen." Which response belongs in the gap?

- A.** I will keep a separate status for each room. Shared numbering does not make the stages identical, and an unknown result should remain unknown.
- B.** I will preserve the not cleaned status. A planned follow-up is not completion evidence, and I will not upgrade the room based on an intention.
- C.** So 302 is awaiting inspection, with cleaning complete. I will keep that distinction on the room-status record instead of shortening it to ready.
- D.** Rosa is the inspection owner. I can carry the status forward, but I should not report that she has already completed the check.

[Answers and explanations, page 152](#)

Language for the next case

The clock is not the whole check

directions for use

Directions for use specify the relevant surface and application conditions; the timer alone does not establish that they were met.

Ben: No. Check the directions for use, not only the timer. What exact condition is attached to those five minutes?

07:47

07:42 plus five minutes is 07:47, but that clock time would meet the duration only if the required wet condition had continued.

Ben: Yes, 07:47 is the arithmetic endpoint. It does not override what actually happened to the surface before then.

visibly wet

Visibly wet describes the required surface condition throughout the contact period, not merely at the start or the final photograph.

Ben: No. It shows that moment only. The requirement is visibly wet throughout the specified period, not just for one photograph.

five minutes

The fictional directions require five continuous wet minutes; four wet minutes plus one dry minute do not satisfy that requirement.

Ben: Then the stated five minutes were not achieved in that record. Four minutes wet followed by one dry minute is not the same condition.

application record

The application record must retain the actual start and drying times rather than being edited into an unsupported successful result.

Ben: Exactly. The application record needs the observed facts. We can then arrange the required correction under the actual product directions and site procedure.

surface compatibility

Surface compatibility and approved use must be established for the actual material; hard-nonporous directions do not automatically cover upholstery.

Ben: Not from this information. Check surface compatibility and the approved use for that material. The hard-surface instruction is not permission to treat upholstery the same way.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

The clock is not the whole check

Fictional record review, not chemical-use instructions: the approved product directions for the specified hard, nonporous surface require five minutes continuously visibly wet. The recorded application was 07:42; the surface was observed wet until it dried at 07:46. At 07:47, worker Farah asks whether the requirement was met. No correction or release is recorded.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

directions for use / application record / 07:47 / visibly wet / surface compatibility / five minutes

- 01 **Farah:** The timer reached five minutes at seven forty-seven, but the surface had dried a minute before that. Can I mark the contact-time requirement complete?
- 02 **Ben:** No. Check the ¹ _____, not only the timer. What exact condition is attached to those five minutes?
- 03 **Farah:** The specified hard, nonporous surface has to stay visibly wet continuously. The recorded start was seven forty-two, and it dried at seven forty-six.
- 04 **Ben:** Then the stated ² _____ were not achieved in that record. Four minutes wet followed by one dry minute is not the same condition.
- 05 **Farah:** If it had stayed wet continuously from seven forty-two, the five-minute point would have been seven forty-seven.
- 06 **Ben:** Yes, ³ _____ is the arithmetic endpoint. It does not override what actually happened to the surface before then.

Conversation / continued

- 07 **Farah:** I wrote the drying time in my notes. I should retain that rather than change the entry to match what the timer was meant to show.
- 08 **Ben:** Exactly. The ⁴ _____ needs the observed facts. We can then arrange the required correction under the actual product directions and site procedure.
- 09 **Farah:** Would a photograph at the start be enough to prove that the surface stayed wet throughout?
- 10 **Ben:** No. It shows that moment only. The requirement is ⁵ _____ throughout the specified period, not just for one photograph.

Conversation continues on the next page.

The clock is not the whole check

CONVERSATION / CONTINUED

- 11 **Farah:** Someone suggested using the same timing on the upholstered chair beside it. Is that covered by the hard-surface instruction?
- 12 **Ben:** Not from this information. Check ⁶ _____ and the approved use for that material. The hard-surface instruction is not permission to treat upholstery the same way.
- 13 **Farah:** The product's safety data sheet is available too. Should I take a remembered time from that instead of this use instruction?
- 14 **Ben:** Use the current applicable directions for the exact product and task, with the matching hazard information and training. Do not replace them with a remembered number.
- 15 **Farah:** And I should not improvise a stronger concentration or combine products to try to shorten the time.
- 16 **Ben:** Correct. This record review does not authorize a new mixture or application method. Any correction must follow the real instructions and workplace controls.
- 17 **Farah:** I will report application at seven forty-two, drying at seven forty-six, and the five-minute wet condition not met. No correction has yet been recorded.
- 18 **Ben:** That is accurate. The issue is the unmet condition, not a claim that the timer malfunctioned or that the surface was never cleaned.
- 19 **Farah:** Once the authorized correction is performed, I will record it separately with its actual observations rather than erase the earlier result.
- 20 **Ben:** Good. Keep the original record and follow-up linked. A planned correction, an elapsed five minutes, and an approved return to use are separate facts.

CHECK THE GAPS

1. directions for use / 2. five minutes / 3. 07:47 / 4. application record / 5. visibly wet / 6. surface compatibility

[Why these answers fit, page 154](#)

Retain the wet-condition failure

Fictional directions require three continuous wet minutes on the specified surface. Application was 14:10; it remained wet until drying at 14:12. No later correction is recorded. Calculate time and report status only; do not invent treatment instructions.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

three / 14:13 / 14:12 / not met

- 01 **Cleaner:** The required continuously wet period is ¹ _____ minutes.
- 02 **Supervisor:** With continuous wetness, the arithmetic endpoint would be ² _____ .
- 03 **Cleaner:** The recorded drying time was ³ _____ .
- 04 **Supervisor:** The stated wet-time requirement was ⁴ _____ .

CHECK THE GAPS

1. three / 2. 14:13 / 3. 14:12 / 4. not met

[Why these answers fit, page 154](#)

Keep the distinction audible

Read a product-use requirement accurately and explain why elapsed time alone does not establish compliance.

Language for the next case

What the marker result proves

fluorescent marker

A fluorescent marker is a tracer placed before cleaning; checking its removal evaluates the marked cleaning process, not the presence of specific pathogens.

Elena: Start with the fluorescent marker results. Six marks were fully removed and two were partially removed under the stated scoring rule.

process check

The marker exercise checks physical removal at selected spots; it is not a measurement of the percentage of a room disinfected.

Elena: It does not. This is a process check at selected spots, not a percentage of the room disinfected or a count of germs killed.

recheck

The recheck records the later removal of both remaining marks after corrective work; it does not rewrite the original six-of-eight result.

Elena: No. Record the recheck separately. Keep the original six out of eight and the later two successful corrections.

first-pass result

Six fully removed marks out of eight sampled spots equals a 75% first-pass result under this site's rule.

Elena: Correct. The first-pass result is six out of eight, or seventy-five percent. Do not turn partially removed into fully removed.

sample scope

Eight predetermined marked spots are the sample; their result cannot establish the condition of every surface in the room or building.

Elena: Exactly. Keep the sample scope visible. We did not test every surface, and this marker result cannot prove their condition.

microbial contamination

Microbial contamination concerns microorganisms; fluorescent-tracer removal does not directly measure them or establish their absence.

Elena: Correct. The marker result doesn't measure microbial contamination. We haven't done a microbial culture or another organism-specific test.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

What the marker result proves

Fictional staff training audit: eight predetermined high-touch spots were marked with an approved fluorescent tracer. Six marks were fully removed after cleaning; two remained partly visible. This site's scoring counts only fully removed marks as passes. After authorized re-cleaning, both remaining marks were fully removed. No microbial culture or ATP test was performed.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

first-pass result / recheck / sample scope / process check / microbial contamination / fluorescent marker

- 01 **Ravi:** The panels looked clean under normal light, but your check showed part of a mark on two of the eight spots. How should I report that?
- 02 **Elena:** Start with the ¹ _____ results. Six marks were fully removed and two were partially removed under the stated scoring rule.
- 03 **Ravi:** So the partial ones do not count as passes, even though some of the mark disappeared?
- 04 **Elena:** Correct. The ² _____ is six out of eight, or seventy-five percent. Do not turn partially removed into fully removed.
- 05 **Ravi:** Could I describe the room as seventy-five percent disinfected? That sounds like the same proportion, but I am not sure it means the same thing.
- 06 **Elena:** It does not. This is a ³ _____ at selected spots, not a percentage of the room disinfected or a count of germs killed.

Conversation / continued

- 07 **Ravi:** Then my message should name the eight sampled spots and the two that needed more attention, rather than say a quarter of the whole room was missed.
- 08 **Elena:** Exactly. Keep the ⁴ _____ visible. We did not test every surface, and this marker result cannot prove their condition.
- 09 **Ravi:** After the approved re-cleaning, you checked the two remaining marks again and found both fully removed. Does the report now say eight out of eight at first pass?
- 10 **Elena:** No. Record the ⁵ _____ separately. Keep the original six out of eight and the later two successful corrections.

Conversation continues on the next page.

What the marker result proves

CONVERSATION / CONTINUED

- 11 **Ravi:** That way the report shows improvement without hiding that some work needed repeating. The first result remains useful for training.
- 12 **Elena:** Yes. We can discuss the actual missed locations and work pattern, then agree a practical improvement instead of treating a percentage as a personal accusation.
- 13 **Ravi:** Someone asked whether our lamp was detecting bacteria. It only detects the tracer used for this check, correct?
- 14 **Elena:** Correct. The marker result doesn't measure ⁶ _____. We haven't done a microbial culture or another organism-specific test.
- 15 **Ravi:** I have also heard of ATP testing. Is that simply another name for this fluorescent mark?
- 16 **Elena:** No. ATP is adenosine triphosphate, and those tests indicate organic material through a different method. They are not a direct count of a particular pathogen either.
- 17 **Ravi:** So a low result on an ATP instrument would not automatically prove that every disinfection requirement had been followed.
- 18 **Elena:** Right. Interpret each method within its limits and the approved program. Instrument readings, visible appearance, tracer removal, and required product-use conditions are different evidence.
- 19 **Ravi:** My summary is six of eight fully removed initially, two partial; both partial marks fully removed after re-cleaning. I will not claim the whole room is germ-free.
- 20 **Elena:** That is a useful report. Retain the sampled locations, scoring rule, original result, and follow-up so the next review compares like with like.

CHECK THE GAPS

1. fluorescent marker / 2. first-pass result / 3. process check / 4. sample scope / 5. recheck / 6. microbial contamination

[Why these answers fit, page 156](#)

Keep first pass and recheck separate

Ten marked spots are assessed. Seven marks are fully removed and three partly remain; only fully removed marks count as passes. After authorized correction, all three remaining marks are removed. No microbial test is supplied.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

70% / three / seven / not established

- 01 **Cleaner:** The initial fully removed count is ¹ _____ .
- 02 **Supervisor:** The first-pass percentage is ² _____ .
- 03 **Cleaner:** The number successfully corrected at recheck is ³ _____ .
- 04 **Supervisor:** Absence of pathogens is ⁴ _____ by this marker result.

CHECK THE GAPS

1. seven / 2. 70% / 3. three / 4. not established

[Why these answers fit, page 156](#)

Keep the distinction audible

Report sampled cleaning performance without converting tracer removal into a claim of disinfection or universal cleanliness.

Language for the next case

Two people do not erase setup

cleanable area

The calculation covers 600 square meters of identified cleanable floor, not the total building area or unspecified extra tasks.

Jo: First, confirm the cleanable area. We have six hundred square meters for this defined task, not every surface in the building.

ninety minutes

Three labor-hours divided equally between two cleaners gives 1.5 hours, or 90 elapsed minutes, for floor work alone.

Jo: Correct. Under the equal-work assumption, the floor work takes ninety minutes of clock time. But that does not include getting ready or putting equipment away.

10:45

09:00 plus ten setup minutes, ninety floor-work minutes, and five closeout minutes is 10:45, before any unmodeled delay or release time.

Jo: Yes, the planned finish is 10:45. That is fifteen minutes later than the client's requested finish, even before any unmodeled delay.

labor-hours

At 200 square meters per labor-hour, 600 square meters requires three person-hours of the defined floor task.

Jo: Then six hundred divided by two hundred gives three labor-hours for the floor task itself.

elapsed time

Concurrent ten-minute setup and five-minute closeout add fifteen elapsed minutes, making 105 minutes from the shared start.

Jo: So add fifteen minutes to the elapsed time. Ninety plus fifteen is one hundred five minutes from their shared start.

labor budget

Three floor-task labor-hours plus two workers at fifteen minutes each gives 3.5 labor-hours, not three hours or 105 person-minutes.

Jo: Right. The total labor budget is three and a half hours: three productive task hours plus half an hour of combined setup and closeout.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Two people do not erase setup

Fictional planning exercise: 600 square meters of identified cleanable floor at 200 square meters per labor-hour for the defined task. Two trained cleaners can divide the work equally without interference. Each needs ten minutes of setup and five of closeout, done concurrently. Both start at 09:00. Rates exclude these tasks, breaks, delays, and any drying or release time.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

10:45 / labor-hours / elapsed time / cleanable area / ninety minutes / labor budget

- 01 **Malik:** The client wants the floor task finished by ten thirty. We have two people starting at nine. Can we check whether the plan actually fits?
- 02 **Jo:** First, confirm the ¹ _____. We have six hundred square meters for this defined task, not every surface in the building.
- 03 **Malik:** Yes. The planning rate is two hundred square meters per labor-hour. That is one person's productive task time, not a whole crew's rate.
- 04 **Jo:** Then six hundred divided by two hundred gives three ² _____ for the floor task itself.
- 05 **Malik:** With two people sharing it equally, each handles three hundred square meters. That would take each person one and a half hours at this assumed rate.
- 06 **Jo:** Correct. Under the equal-work assumption, the floor work takes ³ _____ of clock time. But that does not include getting ready or putting equipment away.
- 07 **Malik:** Both need ten minutes before floor work starts and five minutes afterwards. Those activities happen at the same time for the two workers.
- 08 **Jo:** So add fifteen minutes to the ⁴ _____. Ninety plus fifteen is one hundred five minutes from their shared start.
- 09 **Malik:** Starting at nine, setup ends at nine ten; floor work ends at ten forty; closeout ends at ten forty-five.
- 10 **Jo:** Yes, the planned finish is ⁵ _____. That is fifteen minutes later than the client's requested finish, even before any unmodeled delay.

Conversation continues on the next page.

Two people do not erase setup

CONVERSATION / CONTINUED

- 11 **Malik:** For labor budgeting, each person's fifteen minutes still counts. Together that adds thirty person-minutes, or half a labor-hour.
- 12 **Jo:** Right. The total ⁶ _____ is three and a half hours: three productive task hours plus half an hour of combined setup and closeout.
- 13 **Malik:** Could I call ten forty-five the time the floor is definitely ready for everyone to walk on?
- 14 **Jo:** No. This calculation excludes drying and any required inspection or release. It estimates the stated work, not an all-clear for access.
- 15 **Malik:** And if the two workers cannot divide the area cleanly, the simple halving of task time may not hold.
- 16 **Jo:** Exactly. Shared equipment, obstructions, and access limits could change the time needed. We shouldn't turn this planning rate into a universal speed requirement.
- 17 **Malik:** I will tell the client that the current plan misses ten thirty by at least fifteen minutes. We need a revised arrangement rather than asking people to skip setup.
- 18 **Jo:** Yes. Check an earlier authorized start, suitable staffing, or an agreed scope or deadline change. None is already approved by this arithmetic.
- 19 **Malik:** The summary is six hundred square meters, three floor-task labor-hours, three and a half total labor-hours, and an estimated ten forty-five finish under these assumptions.
- 20 **Jo:** That makes the decision clear. Keep the scope and exclusions beside the estimate so an optimistic number does not silently replace the actual work plan.

CHECK THE GAPS

1. cleanable area / 2. labor-hours / 3. ninety minutes / 4. elapsed time / 5. 10:45 / 6. labor budget

[Why these answers fit, page 158](#)

Budget people and clock time

A fictional 900-square-meter task has a planning rate of 300 square meters per labor-hour. Three workers can divide it equally. Each has ten minutes setup and five closeout concurrently, outside that rate. All start at 13:00; no other time allowances are included.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

60 / 3.75 / 3 / 14:15

- 01 **Lead:** The productive floor task requires ¹ _____ labor-hours.
- 02 **Planner:** Dividing the task equally gives ² _____ minutes of productive clock time.
- 03 **Lead:** The calculated work finish is ³ _____ .
- 04 **Planner:** Including each worker's allowances, the total is ⁴ _____ labor-hours.

CHECK THE GAPS

1. 3 / 2. 60 / 3. 14:15 / 4. 3.75

[Why these answers fit, page 158](#)

Keep the distinction audible

Convert a task rate into labor-hours and elapsed time while retaining preparation, closeout, and the actual scope.

01 / Answers and explanations

A / Read the situation

A1. What is Maya assigned to clean?

C. Table surfaces and the floor

The assignment specifically covers table surfaces and the floor, with stated exclusions.

[Return to the exercise, page 4](#)

A2. Who can clarify extra work?

D. Supervisor Rosa

Rosa is identified as the supervisor who can handle changes through the site process.

[Return to the exercise, page 4](#)

A3. What does the 3:00 meeting establish?

C. A stated time constraint, not expanded permission

The meeting time describes urgency but does not change the authorized scope.

[Return to the exercise, page 4](#)

D / Response choices

D1. Which response is clearest?

C. My assignment covers the tables and floor; I will check the extra work with Rosa.

The response preserves scope and gives a practical route for the additional request.

[Return to the exercise, page 8](#)

D2. Which statement wrongly treats urgency as permission?

D. The meeting is at three, so high windows are now authorized.

A time constraint does not authorize an excluded task or change the assignment.

[Return to the exercise, page 8](#)

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Exposed working area of a table. Which term fits?

D. table surface

A Not here. deadline: Time by which a task is requested or required. The usual combination is "clarify the deadline".

B Not here. completion estimate: Approximate expected finishing time. The usual combination is "obtain a completion estimate".

C Not here. site supervisor: Person overseeing assigned work at the location. The usual combination is "consult the site supervisor".

D Correct. table surface: Exposed working area of a table. The usual combination is "clean the table surfaces".

[Return to the exercise, page 8](#)

D4. Rebuild the exchange from "What does everything include?". Jordan: "What about the high windows? They are the first thing people see from the meeting table." Maya: [missing response] Jordan: "Who is Rosa in relation to this job? I would like the request to reach someone who can give us a clear answer." Which response belongs in the gap?

D. They would be additional work. I can ask Rosa about the request, but I cannot treat the meeting time as approval to take on that task.

A Not here. This line belongs to turn 4, after Jordan says: "I thought the laptops were included because they are on the tables. Can you wipe those too?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 20, after Jordan says: "Understood. Please ask about the windows, the laptops, and the three o'clock deadline." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Jordan says: "Understood. I can wait for the clarification on that. The main thing is to avoid different people giving different instructions at once." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Maya's response in turn 6. It connects Jordan's preceding point with Jordan's follow-up. Additional work is outside the current assignment and needs clarification rather than automatic inclusion because of urgency.

[Return to the exercise, page 8](#)

E / Conversation

1. assignment

Turn 2. Assignment identifies the work currently allocated: table surfaces and floor, not every requested addition.

01 / Answers and explanations / continued

2. scope of work

Turn 4. Scope of work defines the included tasks and boundaries; table surfaces do not automatically include personal equipment.

3. additional work

Turn 6. Additional work is outside the current assignment and needs clarification rather than automatic inclusion because of urgency.

4. site supervisor

Turn 8. The site supervisor is the identified person who can clarify and authorize changes through the actual site process.

5. clarification request

Turn 10. A clarification request seeks a defined decision about the extra tasks without implying the answer is already yes.

6. task list

Turn 12. The task list provides the confirmed included work and should not be enlarged in a message to another person.

7. surface access

Turn 14. Surface access includes the practical and authorized arrangement for reaching the table without assuming permission to handle belongings.

8. approved change

Turn 16. An approved change is a modification actually accepted through the relevant process, unlike the still-pending request.

9. deadline

Turn 18. Deadline names the time requirement but does not establish authorization, resources, or a reliable completion promise.

10. read-back

Turn 20. Read-back repeats the confirmed scope and pending request, checking that both people share the same understanding.

[Return to the conversation, page 10](#)

01 / Answers and explanations / continued

F / Accuracy and scope

F1. What should Maya avoid promising?

B. Completion of every requested extra before three

No approval or feasibility check supports a promise to complete all additional work.

[Return to the exercise, page 12](#)

F2. Why clarify tables?

A. Objects on a table may be outside the assigned surface-cleaning scope.

Table-surface work does not itself authorize handling personal devices resting on the table.

[Return to the exercise, page 12](#)

F / Guided speaking

1. counters

Cleaner: The assigned horizontal surfaces are the reception counters.

Turn 1. Counters are the named surfaces included in this work order.

2. signs

Client: The additional request concerns the exterior signs.

Turn 2. Exterior signs are the requested addition, not an already included task.

3. Leon

Cleaner: I will ask Leon to review the request.

Turn 3. Leon is the supervisor identified for reviewing any proposed change.

4. approved

Cleaner: The extra work is not yet approved.

Turn 4. The brief explicitly states that approval has not been given.

[Return to the conversation, page 13](#)

01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "What does everything include?". Jordan: "Some laptops are blocking the table surfaces. Are you allowed to move them, or should their owners deal with that?" Maya: [missing response] Jordan: "Understood. I can wait for the clarification on that. The main thing is to avoid different people giving different instructions at once." Which response belongs in the gap?

A. Please do not assume that. We need the approved surface access arrangement for those areas. Cleaning the table does not automatically authorize me to handle personal equipment.

A Correct. This is Maya's response in turn 14. It connects Jordan's preceding point with Jordan's follow-up. Surface access includes the practical and authorized arrangement for reaching the table without assuming permission to handle belongings.

B Not here. This line belongs to turn 6, after Jordan says: "What about the high windows? They are the first thing people see from the meeting table." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Jordan says: "Understood. I can wait for the clarification on that. The main thing is to avoid different people giving different instructions at once." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Jordan says: "I thought the laptops were included because they are on the tables. Can you wipe those too?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 13](#)

02 / Answers and explanations

A / Read the situation

A1. Why is cleaning declined at 10:00?

A. The guest is on a call until about 11:00

The stated reason is the call, not a permanent cancellation of service.

[Return to the exercise, page 14](#)

A2. What return window is available?

B. 11:15-11:30

Lina's actual available return window begins at eleven fifteen and ends at eleven thirty.

[Return to the exercise, page 14](#)

A3. What does Alex choose?

C. The return window, without towels now

Alex chooses the later offered window and declines the separate towel option.

[Return to the exercise, page 14](#)

D / Response choices

D1. Which read-back is accurate?

A. Return between 11:15 and 11:30; no towels requested now.

The read-back preserves the chosen window and declined towel option.

[Return to the exercise, page 18](#)

D2. What does the call ending at eleven establish?

C. Expected availability information, not automatic entry permission

An expected end time does not replace the actual room-access procedure.

[Return to the exercise, page 18](#)

02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Time range in which a worker can come back. Which term fits?

A. return window

A Correct. return window: Time range in which a worker can come back. The usual combination is "offer a return window".

B Not here. doorstep delivery: Handover of an item at the doorway rather than room entry. The usual combination is "offer doorstep delivery".

C Not here. availability: Time or circumstances in which a person or service can be accessed. The usual combination is "clarify availability".

D Not here. interruption: Action that disturbs an ongoing activity. The usual combination is "avoid an unnecessary interruption".

[Return to the exercise, page 18](#)

D4. Rebuild the exchange from "Not during the call". Alex: "It should. Is there another option if the call goes on longer?" Lina: [missing response] Alex: "No, I would rather have the room cleaned later. I do not need towels brought now." Which response belongs in the gap?

D. I can offer fresh towels at the door now, if that is all you need today.

A Not here. This line belongs to turn 8, after Alex says: "No, I would rather have the room cleaned later. I do not need towels brought now." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 14, after Alex says: "Good. I expect to finish at eleven, but the person I am speaking with sometimes runs late." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 10, after Alex says: "Thanks. Did you say eleven fifteen or eleven fifty? I did not quite catch it." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Lina's response in turn 6. It connects Alex's preceding point with Alex's follow-up. Fresh towels are the separate doorstep option available now, not a request the guest has already accepted.

[Return to the exercise, page 18](#)

E / Conversation

1. declined service

Turn 2. Declined service refers to the current visit, not a cancellation of all later cleaning.

2. return window

Turn 4. The return window is 11:15-11:30, not an exact 11:00 appointment.

02 / Answers and explanations / continued

3. fresh towels

Turn 6. Fresh towels are the separate doorstep option available now, not a request the guest has already accepted.

4. guest preference

Turn 8. Guest preference is the later cleaning visit, without a separate towel delivery now.

5. time range

Turn 10. A time range retains both endpoints instead of turning the plan into a single promised arrival time.

6. entry procedure

Turn 12. The entry procedure still governs the later visit; arranging a time does not remove the access requirements.

7. availability

Turn 14. Availability describes when the guest expects to be free, not a guarantee or automatic permission to enter.

8. service deferral

Turn 16. Service deferral means postponement, matching the chosen later visit rather than an all-day cancellation.

9. visit plan

Turn 18. Visit plan connects room 312 to the 11:15-11:30 return and the declined towel offer.

10. confirmation

Turn 20. Confirmation establishes agreement on the plan, not completed cleaning or unrestricted room access.

[Return to the conversation, page 19](#)

F / Accuracy and scope

F1. Which offer is within Lina's stated options?

C. Fresh towels at the door now

Doorstep towels are one of the two explicitly available choices.

[Return to the exercise, page 21](#)

02 / Answers and explanations / continued

F2. Why record the exact window?

D. To avoid turning a time range into a different appointment

Recording both endpoints prevents a later worker from assuming an unsupported exact arrival time.

[Return to the exercise, page 21](#)

F / Guided speaking

1. 420

Attendant: This plan is for room 420.

Turn 1. Room 420 is the identifier supplied for the new visit plan.

2. 10:00

Guest: The call is expected to finish at 10:00.

Turn 2. Ten o'clock is the expected call end, not the promised return.

3. 10:30-10:45

Attendant: The return window is 10:30-10:45.

Turn 3. The offered and chosen window runs from ten thirty to ten forty-five.

4. access procedure

Attendant: Entry still follows the actual access procedure.

Turn 4. Scheduling the visit does not remove the site's entry requirements.

[Return to the conversation, page 22](#)

02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Not during the call". Alex: "Good. I expect to finish at eleven, but the person I am speaking with sometimes runs late." Lina: [missing response] Alex: "I do still want cleaning today. Please do not cancel it because I said no just now." Which response belongs in the gap?

B. Thanks for explaining your availability. I will keep that separate from the later visit time.

A Not here. This line belongs to turn 6, after Alex says: "It should. Is there another option if the call goes on longer?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Lina's response in turn 14. It connects Alex's preceding point with Alex's follow-up. Availability describes when the guest expects to be free, not a guarantee or automatic permission to enter.

C Not here. This line belongs to turn 10, after Alex says: "Thanks. Did you say eleven fifteen or eleven fifty? I did not quite catch it." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Alex says: "Yes, please. Could you come at eleven, as soon as the call finishes?" It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 22](#)

03 / Answers and explanations

A / Read the situation

A1. What is wrong with the bottle?

A. Its label is unreadable

The visible problem is an unreadable label, leaving identity unconfirmed.

[Return to the exercise, page 25](#)

A2. Why is color insufficient here?

B. Two products use similar bottles

Similar bottles make appearance an unreliable basis for identifying this product.

[Return to the exercise, page 25](#)

A3. What can Ben arrange?

B. Proper identification and information, or an identified replacement

Ben is the named supervisor able to resolve identity through the actual site process.

[Return to the exercise, page 25](#)

D / Response choices

D1. Which response challenges the shortcut constructively?

B. Two products look similar; let us ask Ben to verify this one.

The response gives the factual reason for doubt and a proper clarification route.

[Return to the exercise, page 29](#)

D2. Which document is relevant?

B. The safety data sheet matching the actual product

Safety information needs to correspond to the identified product rather than an approximate match.

[Return to the exercise, page 29](#)

03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Container into which a product has been transferred from another container. Which term fits?

C. secondary container

A Not here. PPE: Personal protective equipment selected for the actual hazards and task. The usual combination is "verify required PPE".

B Not here. detergent: Cleaning agent that helps remove soil. The usual combination is "identify the detergent".

C Correct. secondary container: Container into which a product has been transferred from another container. The usual combination is "check a secondary container".

D Not here. signal word: Label word indicating the relative severity of a hazard. The usual combination is "identify the signal word".

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D4. Rebuild the exchange from "The unreadable label". Farah: "Can Ben help identify it? I would like to give him a precise question instead of asking whether the bottle is probably all right." Owen: [missing response] Farah: "If he identifies it, I also need the relevant instructions. Knowing a name would not tell me every requirement for this particular surface." Which response belongs in the gap?

D. Yes. We can report the unreadable label and say the product remains unused. He can arrange identification through the actual site process.

A Not here. This line belongs to turn 8, after Farah says: "If he identifies it, I also need the relevant instructions. Knowing a name would not tell me every requirement for this particular surface." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 14, after Farah says: "If Ben gives us a replacement, I still need to check that it is right for the surface, correct?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Farah says: "And any dilution has to come from those instructions, not the ratio I used at my last job." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Owen's response in turn 6. It connects Farah's preceding point with Farah's follow-up. Unreadable label is the observed problem that prevents reliable identification, rather than an assumed chemical fault.

[Return to the exercise, page 29](#)

E / Conversation

1. looks like

Turn 2. Looks like expresses visual resemblance, which is weaker than verified identity when two products use similar bottles.

03 / Answers and explanations / continued

2. product identifier

Turn 4. Product identifier is the reliable name or code needed to connect the container with the correct product information.

3. unreadable label

Turn 6. Unreadable label is the observed problem that prevents reliable identification, rather than an assumed chemical fault.

4. product information

Turn 8. Product information must relate to the identified product and task; a name alone does not explain all relevant requirements.

5. safety data sheet

Turn 10. Safety data sheet expands SDS and identifies the document describing the product's hazards and related safety information.

6. identified replacement

Turn 12. An identified replacement offers a product with established identity and information, not a second uncertain container.

7. Surface compatibility

Turn 14. Surface compatibility concerns whether the identified product suits the actual material; products are not interchangeable merely because both clean.

8. dilution

Turn 16. Dilution instructions are product-specific requirements that must be verified rather than invented from past experience.

9. unused

Turn 18. Unused states the actual status of this bottle in Farah's task; the message must not invent use or exposure.

10. clarification

Turn 20. Clarification resolves a specific uncertainty before action; receiving unclear information does not itself establish understanding or permission.

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03 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement is unsupported?

B. This product is approved for the surface because the bottle looks familiar.

Familiar appearance does not establish product identity or suitability for the task.

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F2. What should remain clear in the handoff?

D. Identity unresolved and product unused

The handoff must preserve the actual uncertainty and stopped-use status supplied.

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F / Guided speaking

1. C

Worker: The affected bottle is on cart C.

Turn 1. Cart C is the stated location of the unidentified bottle.

2. unreadable

Worker: The label is unreadable.

Turn 2. Unreadable describes the observed label problem preventing reliable identification.

3. Leon

Colleague: The lead for this query is Leon.

Turn 3. Leon is the named lead who can arrange the check.

4. unused

Worker: The product remains unused.

Turn 4. Ana has not used the bottle, so that status must remain clear.

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03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The unreadable label". Farah: "If Ben gives us a replacement, I still need to check that it is right for the surface, correct?" Owen: [missing response] Farah: "And any dilution has to come from those instructions, not the ratio I used at my last job." Which response belongs in the gap?

B. Agreed. Surface compatibility still matters. We need the appropriate product for the assigned task, with the actual instructions and training requirements followed.

A Not here. This line belongs to turn 8, after Farah says: "If he identifies it, I also need the relevant instructions. Knowing a name would not tell me every requirement for this particular surface." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Owen's response in turn 14. It connects Farah's preceding point with Farah's follow-up. Surface compatibility concerns whether the identified product suits the actual material; products are not interchangeable merely because both clean.

C Not here. This line belongs to turn 6, after Farah says: "Can Ben help identify it? I would like to give him a precise question instead of asking whether the bottle is probably all right." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Farah says: "And any dilution has to come from those instructions, not the ratio I used at my last job." It addresses that point, not the missing turn in the supplied exchange.

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04 / Answers and explanations

A / Read the situation

A1. Where is the water?

D. Outside washroom B, beside the east stair door

The brief supplies both the washroom identifier and the east-door landmark.

[Return to the exercise, page 35](#)

A2. What does Ravi know about the source?

A. It is unknown

Ravi has observed water but has not established its source.

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A3. What is the readiness status?

B. The affected area has not been declared ready

Reporting the condition does not establish completed controls or clearance.

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D / Response choices

D1. Which message is most precise?

B. Water outside washroom B, beside the east stair door; source unknown.

The message supplies the exact location and preserves uncertainty about the source.

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D2. Which inference is not supported?

D. The water definitely comes from a broken pipe.

An observed wet floor does not establish a particular plumbing cause.

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04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Room containing toilet and washing facilities. Which term fits?

B. washroom

A Not here. site controls: Actual measures governing safety and access at a location. The usual combination is "follow site controls".

B Correct. washroom: Room containing toilet and washing facilities. The usual combination is "identify the washroom".

C Not here. visible water: Water that can be directly seen. The usual combination is "report visible water".

D Not here. reopening: Making an area available again after the relevant controls and approval. The usual combination is "confirm reopening".

[Return to the exercise, page 39](#)

D4. Rebuild the exchange from "Outside washroom B". Elena: "Do we know the source, or have you only seen water on the floor?" Ravi: [missing response] Elena: "Have you already reported the condition through the site arrangements? I do not want this follow-up conversation to replace the required safety response." Which response belongs in the gap?

B. The source remains unknown to me. I have not diagnosed a pipe, a drain, or any other cause from the location alone.

A Not here. This line belongs to turn 12, after Elena says: "I will retain that status. Give me one short observation to pass to the response team." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ravi's response in turn 6. It connects Elena's preceding point with Elena's follow-up. Source means the origin of the water, which has not been determined from the visible condition.

C Not here. This line belongs to turn 4, after Elena says: "East stair door, not west? There are two similar entrances." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Elena says: "Have you already reported the condition through the site arrangements? I do not want this follow-up conversation to replace the required safety response." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 39](#)

E / Conversation

1. outside washroom B

Turn 2. Outside washroom B identifies the specific side and room, narrowing the location beyond a general washroom area.

04 / Answers and explanations / continued

2. east stair door

Turn 4. East stair door is the supplied landmark and direction, preventing confusion with another stair entrance.

3. source

Turn 6. Source means the origin of the water, which has not been determined from the visible condition.

4. hazard report

Turn 8. Hazard report is the communication already made under site arrangements; it does not establish completed response or clearance.

5. clearance

Turn 10. Clearance is the required authorization to return an area to the specified use; none is established here.

6. observed condition

Turn 12. Observed condition is the visible water at the named location, not a theory about how it arrived.

7. fault diagnosis

Turn 14. Fault diagnosis requires a determination beyond this observation; the cleaner has not established a plumbing failure.

8. report acknowledgement

Turn 16. Report acknowledgement confirms receipt of the information only, not completion of cleanup, repair, or inspection.

9. status update

Turn 18. Status update must preserve the current unresolved condition and absence of readiness rather than imply progress not established.

10. affected area

Turn 20. Affected area identifies the particular location requiring continued attention; it must not be replaced by a vague building-wide statement.

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04 / Answers and explanations / continued

F / Accuracy and scope

F1. What does report acknowledgement mean?

C. The message was received, not that the area is cleared

Acknowledgement confirms receipt only and must not be confused with operational clearance.

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F2. What should a follow-up preserve?

D. Location, observed condition, unknown source, and current readiness status

These four details maintain an accurate and usable report without unsupported conclusions.

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F / Guided speaking

1. D

Cleaner: The water is outside washroom D.

Turn 1. Washroom D is the exact room identifier in the new report.

2. west

Supervisor: The landmark is the west service door.

Turn 2. West identifies the correct service door rather than another direction.

3. unknown

Cleaner: The source remains unknown.

Turn 3. The visible condition does not establish where the water originated.

4. ready

Supervisor: The area is not declared ready.

Turn 4. Reporting the condition does not provide a readiness declaration or clearance.

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04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Outside washroom B". Elena: "Some people may hear near the washroom and assume a plumbing leak. I will make clear that the source still needs appropriate assessment." Ravi: [missing response] Elena: "I have the report. I will not mark cleanup or repair complete from this call." Which response belongs in the gap?

D. Thank you. A fault diagnosis has not been made by me. The location helps someone find the condition, but it does not prove what caused it.

A Not here. This line belongs to turn 18, after Elena says: "I will coordinate the follow-up through the site process and keep the responsible people informed. No reopening decision is being made in this exchange." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 16, after Elena says: "I have the report. I will not mark cleanup or repair complete from this call." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Elena says: "Following up on your earlier hazard report: where exactly is the water, and what is the current status?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Ravi's response in turn 14. It connects Elena's preceding point with Elena's follow-up. Fault diagnosis requires a determination beyond this observation; the cleaner has not established a plumbing failure.

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05 / Answers and explanations

A / Read the situation

A1. Where was the case found?

C. Beneath the chair in room 214

Both the room number and the position beneath the chair are supplied.

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A2. What is known about the owner?

A. The owner is unknown

No ownership verification is supplied, so the room location cannot identify the owner.

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A3. Who is the designated receiver?

B. Dev

Dev is specifically identified as the receiver under the site found-property process.

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D / Response choices

D1. Which description is supported?

D. Closed black glasses case beneath the chair in room 214

The supported description stays within visible details and the stated location.

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D2. What does Dev's receipt establish?

B. Transfer to the designated receiver

Receipt confirms custody transfer, not ownership verification or final release.

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05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Container designed for spectacles, regardless of its actual contents. Which term fits?

A. glasses case

A Correct. glasses case: Container designed for spectacles, regardless of its actual contents. The usual combination is "describe the glasses case".

B Not here. verified recipient: Person whose entitlement to receive the item has been established. The usual combination is "identify the verified recipient".

C Not here. ownership claim: Statement that a person owns the item. The usual combination is "verify an ownership claim".

D Not here. receipt confirmation: Acknowledgement that the intended receiver has obtained the item. The usual combination is "obtain receipt confirmation".

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D4. Rebuild the exchange from "The closed black case". Ana: "The room is two fourteen, not two forty-one. I found it beneath the chair." Dev: [missing response] Ana: "That is right. It was found after checkout, but I do not know who owns it. I do not want to attach a guest name by guessing." Which response belongs in the gap?

B. I have the find location as beneath the chair in room 214. I will read that back before finishing the entry.

A Not here. This line belongs to turn 12, after Ana says: "Thanks. I will record that I handed it to you, not that we returned it to a guest." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Dev's response in turn 6. It connects Ana's preceding point with Ana's follow-up. Find location records room 214 and the position beneath the chair, helping identify the discovery accurately.

C Not here. This line belongs to turn 4, after Ana says: "It is a closed black glasses case. I found it beneath the chair, and I have not opened it or inspected anything inside." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Ana says: "I have a found item from room two hundred fourteen, after checkout. Are you receiving lost property today?" It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. lost-property receiver

Turn 2. Lost-property receiver identifies Dev's designated role in accepting the item through the site process, not ownership of it.

05 / Answers and explanations / continued

2. visible description

Turn 4. Visible description is limited to the closed black case and does not claim knowledge of its contents.

3. find location

Turn 6. Find location records room 214 and the position beneath the chair, helping identify the discovery accurately.

4. ownership

Turn 8. Ownership remains unverified; discovery in a room after checkout does not establish who owns the item.

5. receipt confirmation

Turn 10. Receipt confirmation establishes that Dev actually received the item, not merely that a transfer was proposed.

6. custody record

Turn 12. Custody record tracks who holds the item; a staff transfer does not mean it has been returned to a verified owner.

7. ownership claim

Turn 14. Ownership claim is a person's assertion, which must be verified through the actual process rather than accepted from a room number alone.

8. privacy boundary

Turn 16. Privacy boundary limits unnecessary or unauthorized disclosure of guest information during a found-property query.

9. property record

Turn 18. Property record captures the established item details and handling facts without inventing contents, ownership, or final release.

10. release

Turn 20. Release is the separate authorized return to an entitled recipient; the completed staff receipt does not establish it.

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05 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement exceeds the evidence?

B. It must belong to the last person who stayed in the room.

Room location and checkout timing do not establish the item's owner.

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F2. What should happen to a later claim?

B. Follow the actual ownership-verification and release process

A claim needs the designated process rather than an unsupported assumption or disclosure.

[Return to the exercise, page 55](#)

F / Guided speaking

1. pouch

Attendant: The item is a closed navy pouch.

Turn 1. Pouch is the visible container supplied in the new scenario.

2. desk

Receiver: The find location is the desk.

Turn 2. The desk is the specific location where the pouch was found.

3. 318

Attendant: The room number is 318.

Turn 3. Room 318 is the recorded room, not an ownership verification.

4. unknown

Receiver: The owner remains unknown.

Turn 4. Confirmed staff receipt does not establish who owns the item.

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05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The closed black case". Ana: "If someone calls about it later, should I send that query to the designated lost-property process?" Dev: [missing response] Ana: "And I should not discuss another guest's details while trying to help the caller. That would go beyond the information needed for this handover." Which response belongs in the gap?

C. Yes. An ownership claim needs appropriate verification. We should not release an item simply because a caller supplies a room number or sounds confident.

A Not here. This line belongs to turn 4, after Ana says: "It is a closed black glasses case. I found it beneath the chair, and I have not opened it or inspected anything inside." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 18, after Ana says: "Could you read back the item and location before I leave?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Dev's response in turn 14. It connects Ana's preceding point with Ana's follow-up. Ownership claim is a person's assertion, which must be verified through the actual process rather than accepted from a room number alone.

D Not here. This line belongs to turn 16, after Ana says: "And I should not discuss another guest's details while trying to help the caller. That would go beyond the information needed for this handover." It addresses that point, not the missing turn in the supplied exchange.

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06 / Answers and explanations

A / Read the situation

A1. What is the bath-towel shortfall?

A. Three

The target of twelve minus the counted nine leaves three bath towels.

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A2. What is the hand-towel status?

D. Eight counted against a target of eight

The hand-towel count already matches its specified target.

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A3. What is known about the delivery?

B. It is expected but not confirmed

Neither arrival nor contents are confirmed, so expected stock cannot close the shortfall.

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D / Response choices

D1. Which report is best?

A. Nine of twelve bath towels; eight of eight hand towels; three bath towels short.

The report preserves each item count, target, and exact numerical shortage.

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D2. Why not count the expected delivery?

C. Its arrival and contents are unconfirmed.

Anticipation does not establish that the needed items are present and checked.

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06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Textile or other item used on the floor near bathing facilities. Which term fits?

A. bath mat

A Correct. bath mat: Textile or other item used on the floor near bathing facilities. The usual combination is "identify the bath mat".

B Not here. delivery contents: Items and quantities actually included in a delivery. The usual combination is "verify delivery contents".

C Not here. linen cart: Mobile storage unit carrying linen supplies. The usual combination is "replenish the linen cart".

D Not here. shortfall: Amount by which the current count is below the target. The usual combination is "calculate the shortfall".

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D4. Rebuild the exchange from "Three bath towels short". Noor: "Yes, just the bath towels are short. We do have the full eight hand towels." Ben: [missing response] Noor: "Laundry is expected today, but I have not received or counted anything from that delivery yet." Which response belongs in the gap?

A. We should name the linen cart and the two item types. This is the third-floor cart report, not a claim about every cupboard or every floor.

A Correct. This is Ben's response in turn 6. It connects Noor's preceding point with Noor's follow-up. Linen cart locates this count on the third floor; the report does not establish inventory for the entire building.

B Not here. This line belongs to turn 18, after Noor says: "I will update you after receipt and checking. Until then, the bath-towel count stays at nine." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Noor says: "The target is twelve bath towels, and I counted nine. For hand towels, the target is eight and the count is also eight." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Noor says: "I have kept it out of the current count. I do not want to report twelve just because a delivery may be on the way." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. physical count

Turn 2. Physical count is the quantity actually observed on the cart, which must remain separate from expected delivery stock.

06 / Answers and explanations / continued

2. shortfall

Turn 4. Shortfall is the difference between the bath-towel target of twelve and the actual count of nine.

3. linen cart

Turn 6. Linen cart locates this count on the third floor; the report does not establish inventory for the entire building.

4. expected delivery

Turn 8. Expected delivery describes anticipated supply, not confirmed arrival, checked contents, or completed replenishment.

5. Stock on hand

Turn 10. Stock on hand is the actual supply present now; future or unconfirmed items must not be included.

6. replenishment request

Turn 12. Replenishment request specifies three additional bath towels and preserves the individual-item unit needed to fill the gap.

7. substitution

Turn 14. Substitution would replace one item type with another; the count supplies no approval to use hand towels for the bath-towel shortage.

8. delivery contents

Turn 16. Delivery contents identify the actual items and quantities supplied; an arrival alone does not prove the required bath towels are included.

9. stock update

Turn 18. Stock update should reflect a verified change in actual quantities, not a prediction about an unconfirmed delivery.

10. stock target

Turn 20. Stock target specifies the required cart mix; it is not evidence about occupied rooms or completed replenishment.

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06 / Answers and explanations / continued

F / Accuracy and scope

F1. Which request matches the shortfall?

C. Three additional bath towels

Three bath towels fill the difference between the target and current count.

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F2. What does the cart target establish?

D. A required stock mix, not the number of occupied rooms

The target specifies cart quantities and does not supply occupancy or substitution authority.

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F / Guided speaking

1. ten

Attendant: The bath-towel target is ten.

Turn 1. Ten is the required bath-towel stock for this cart.

2. seven

Lead: The counted bath towels total seven.

Turn 2. Seven is the physical bath-towel count supplied in the scenario.

3. three

Attendant: We need three additional bath towels.

Turn 3. Ten required minus seven present leaves three bath towels missing.

4. six

Lead: The hand-towel count is six.

Turn 4. Six hand towels are present and match their separate target.

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06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Three bath towels short". Noor: "The eight hand towels are already allocated to their own target. I have not offered them as substitutes." Ben: [missing response] Noor: "Understood. When the delivery does arrive, I will need to check what it actually includes rather than assume it contains the missing bath towels." Which response belongs in the gap?

B. No substitution has been approved. A hand towel and a bath towel are different stock items, and the present count does not authorize changing the required mix.

A Not here. This line belongs to turn 4, after Noor says: "The target is twelve bath towels, and I counted nine. For hand towels, the target is eight and the count is also eight." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ben's response in turn 14. It connects Noor's preceding point with Noor's follow-up. Substitution would replace one item type with another; the count supplies no approval to use hand towels for the bath-towel shortage.

C Not here. This line belongs to turn 18, after Noor says: "I will update you after receipt and checking. Until then, the bath-towel count stays at nine." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 6, after Noor says: "Yes, just the bath towels are short. We do have the full eight hand towels." It addresses that point, not the missing turn in the supplied exchange.

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07 / Answers and explanations

A / Read the situation

A1. Which surface is reported?

C. Interior glass panel beside office 8

The brief identifies the interior panel and its location beside office 8.

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A2. What is known about the cause?

D. It is unknown

The report identifies a result but does not establish its cause.

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A3. What can Dana do now?

D. Point out the panel

Dana is available to identify the relevant panel, while checking and rework remain pending.

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D / Response choices

D1. Which opening is most useful?

B. Thank you for pointing it out; could you show me the interior panel beside office 8?

The response acknowledges the concern and seeks an exact location without a guessed cause.

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D2. What does cleaned earlier establish?

B. A past cleaning activity, not verified current quality

The earlier activity does not by itself settle the present reported result.

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07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Material remaining after an activity or substance has been removed. Which term fits?

B. residue

A Not here. partition: Structure dividing areas within a space. The usual combination is "identify the partition".

B Correct. residue: Material remaining after an activity or substance has been removed. The usual combination is "identify residue".

C Not here. verification check: Check that the specified result has actually been achieved. The usual combination is "complete a verification check".

D Not here. follow-up arrangement: Agreed method or responsibility for the next action. The usual combination is "confirm a follow-up arrangement".

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D4. Rebuild the exchange from "Streaks beside office 8". Dana: "Yes, I can show you. I have only noticed streaks; I cannot tell what caused them." Malik: [missing response] Dana: "I mentioned it because someone may see the cleaning record and think nothing more needs doing." Which response belongs in the gap?

C. That helps. I will describe the reported result, not assume a product problem or permanent damage.

A Not here. This line belongs to turn 2, after Dana says: "There are still streaks on the glass beside office eight. It was cleaned earlier, but it does not look right." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Dana says: "Please tell her streaks, not scratches. I do not want the message to sound worse than what I saw." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Malik's response in turn 6. It connects Dana's preceding point with Dana's follow-up. Reported result attributes the streaks to Dana's report while Malik has not yet checked the panel directly.

D Not here. This line belongs to turn 10, after Dana says: "Who should I speak to about getting it checked? I do not want to start again with another person." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. pointing it out

Turn 2. Pointing it out acknowledges the report and invites an accurate location rather than denying the marks.

07 / Answers and explanations / continued

2. interior glass

Turn 4. Interior glass identifies the inside panel and distinguishes it from the exterior window.

3. reported result

Turn 6. Reported result attributes the streaks to Dana's report while Malik has not yet checked the panel directly.

4. verification check

Turn 8. A verification check examines the current result; the record of earlier cleaning does not settle the new concern.

5. inspection

Turn 10. Inspection is the examination needed to establish the condition and appropriate response before claiming correction.

6. streaks

Turn 12. Streaks is Dana's exact description; scratches would add an unsupported claim of damage.

7. keep you updated

Turn 14. Keep you updated promises communication about checked progress, not an invented finishing time.

8. rework

Turn 16. Rework is corrective work, which must suit the checked surface and condition and has not yet happened.

9. follow-up request

Turn 18. The follow-up request identifies the correct interior panel and Dana's availability to show the marks.

10. resolved

Turn 20. Resolved would claim the concern has been addressed; a report and request alone do not establish that outcome.

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07 / Answers and explanations / continued

F / Accuracy and scope

F1. Which next step fits the brief?

B. Ask Rosa to arrange a check and appropriate rework

Rosa is the named lead who can arrange the required check and response.

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F2. Which statement falsely closes the issue?

C. The panel is now verified clear because the client reported it.

A report supplies a concern, not evidence of completed correction or verification.

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F / Guided speaking

1. smears

Cleaner: The reported marks are smears.

Turn 1. Smears is the client's description and should not become an invented diagnosis.

2. 12

Client: The panel is beside office 12.

Turn 2. Office 12 is the specific location supplied for the concern.

3. Ben

Cleaner: The lead for the check is Ben.

Turn 3. Ben is the named person who can arrange the follow-up.

4. unknown

Cleaner: The cause remains unknown.

Turn 4. The report establishes a concern but not its technical cause.

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07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Streaks beside office 8". Dana: "Could it be dealt with soon? People will be using the office." Malik: [missing response] Dana: "All right. Please let me know what Rosa says rather than telling me it has already been fixed." Which response belongs in the gap?

A. I will ask about timing. I can keep you updated, but I do not have a confirmed finishing time to give you yet.

A Correct. This is Malik's response in turn 14. It connects Dana's preceding point with Dana's follow-up. Keep you updated promises communication about checked progress, not an invented finishing time.

B Not here. This line belongs to turn 4, after Dana says: "The inside panel beside the office door, not the window facing the street." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Dana says: "I mentioned it because someone may see the cleaning record and think nothing more needs doing." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Dana says: "Thank you. That should save us checking the wrong glass." It addresses that point, not the missing turn in the supplied exchange.

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08 / Answers and explanations

A / Read the situation

A1. Which rooms have been cleaned?

A. 301 and 302

The brief establishes cleaning of 301 and 302, but not of inaccessible 303.

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A2. What remains for 302?

D. Rosa's inspection

Room 302 is cleaned and specifically awaits the supervisor's inspection.

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A3. What is the status of 303?

A. Inaccessible and not cleaned; access follow-up can pass to Arun

Inaccessibility prevented cleaning, and the handover assigns follow-up rather than changing that fact.

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D / Response choices

D1. Which summary is accurate?

B. 301 cleaned; 302 cleaned, inspection pending; 303 inaccessible and not cleaned.

The summary preserves the distinct completed and unfinished stages for each room.

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D2. What does Arun accept?

C. Access follow-up for 303

Arun accepts responsibility for checking access, not completed cleaning or room-release authority.

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08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Not available for authorized entry or work at the relevant time. Which term fits?

B. inaccessible

A Not here. room-status board: Shared display or record of room stages. The usual combination is "update the room-status board".

B Correct. inaccessible: Not available for authorized entry or work at the relevant time. The usual combination is "report an inaccessible room".

C Not here. completion evidence: Information establishing that work actually occurred. The usual combination is "require completion evidence".

D Not here. follow-up priority: Relative order or urgency assigned to unfinished tasks. The usual combination is "clarify follow-up priority".

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D4. Rebuild the exchange from "Three rooms, different stages". Tessa: "Room three hundred two has also been cleaned, but it still awaits Rosa's inspection. That unfinished step needs to remain visible." Arun: [missing response] Tessa: "Rosa is still doing the inspection for three oh two. I only need you to carry that information forward." Which response belongs in the gap?

C. So 302 is awaiting inspection, with cleaning complete. I will keep that distinction on the room-status record instead of shortening it to ready.

A Not here. This line belongs to turn 18, after Tessa says: "That is accurate. Room 301 is reported cleaned only. Please do not borrow 302's inspection status and apply it to 301 without information." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Tessa says: "Rosa is still doing the inspection for three oh two. I only need you to carry that information forward." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Arun's response in turn 6. It connects Tessa's preceding point with Tessa's follow-up. Awaiting inspection preserves the pending check after cleaning, distinguishing room 302 from an inspected or released room.

D Not here. This line belongs to turn 14, after Tessa says: "Good. If someone asks whether all three rooms can be released, this handover alone does not supply that decision for any of them." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. handover log

Turn 2. Handover log records the separate room states and next tasks, rather than treating the end of a shift as completion.

08 / Answers and explanations / continued

2. cleaned

Turn 4. Cleaned is the established stage for room 301; no inspection result or release decision should be added.

3. awaiting inspection

Turn 6. Awaiting inspection preserves the pending check after cleaning, distinguishing room 302 from an inspected or released room.

4. inspection owner

Turn 8. Inspection owner identifies Rosa's responsibility for room 302; receiving a handover does not automatically transfer that task.

5. access follow-up

Turn 10. Access follow-up is the task Arun accepts for room 303; it is not authorization for immediate entry or proof of cleaning.

6. not cleaned

Turn 12. Not cleaned is room 303's actual cleaning state; accepting an access task does not change it.

7. Room release

Turn 14. Room release is a separate authorized decision, which cannot be inferred from cleaning, task acceptance, or this handover alone.

8. task acceptance

Turn 16. Task acceptance confirms Arun's responsibility for the access follow-up while leaving the inspection with Rosa and both tasks unfinished.

9. separate status

Turn 18. Separate status maintains a distinct evidence-based entry for each room instead of copying another room's stage or assuming all are alike.

10. status transition

Turn 20. Status transition should follow the actual task result or authorized decision, not the arrival of a new shift or a repeated promise.

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08 / Answers and explanations / continued

F / Accuracy and scope

F1. What can be said about 301's inspection?

A. No result is supplied in this handover.

The brief supplies cleaned status only and does not establish any inspection outcome.

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F2. When should a status change?

D. After the relevant actual work or authorized decision

Status records should follow real events and permissions rather than expectations or shift changes.

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F / Guided speaking

1. 411

Outgoing: The room awaiting inspection is 411.

Turn 1. Room 411 is cleaned but still requires its identified inspection.

2. Ben

Incoming: The inspection owner is Ben.

Turn 2. Ben is named as responsible for the pending room inspection.

3. 412

Outgoing: The inaccessible, uncleaned room is 412.

Turn 3. Room 412 has not been cleaned because access was unavailable.

4. Jo

Incoming: The access follow-up has been accepted by Jo.

Turn 4. Jo accepts the follow-up, which does not establish completed access or cleaning.

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08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Three rooms, different stages". Tessa: "Good. If someone asks whether all three rooms can be released, this handover alone does not supply that decision for any of them." Arun: [missing response] Tessa: "Can you repeat who has the inspection and who has the access follow-up?" Which response belongs in the gap?

B. Understood. Room release belongs to the actual authorized process. I will not substitute our conversation for the required inspection or release decision.

A Not here. This line belongs to turn 18, after Tessa says: "That is accurate. Room 301 is reported cleaned only. Please do not borrow 302's inspection status and apply it to 301 without information." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Arun's response in turn 14. It connects Tessa's preceding point with Tessa's follow-up. Room release is a separate authorized decision, which cannot be inferred from cleaning, task acceptance, or this handover alone.

C Not here. This line belongs to turn 8, after Tessa says: "Rosa is still doing the inspection for three oh two. I only need you to carry that information forward." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 6, after Tessa says: "Room three hundred two has also been cleaned, but it still awaits Rosa's inspection. That unfinished step needs to remain visible." It addresses that point, not the missing turn in the supplied exchange.

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Review 1 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Written list of required work items. Which term fits?

C. task list

A Not here. exclusion: Item or task explicitly outside an assignment. The usual combination is "explain an exclusion".

B Not here. client contact: Person communicating requirements for the customer organization. The usual combination is "speak with the client contact".

C Correct. task list: Written list of required work items. The usual combination is "review the task list".

D Not here. capacity: Available time, resources, and ability for the work. The usual combination is "check team capacity".

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2. A colleague needs the term for this meaning: Actual required steps and rules for entering a space. Which term fits?

B. entry procedure

A Not here. service request: Guest's stated request for an available service. The usual combination is "record a service request".

B Correct. entry procedure: Actual required steps and rules for entering a space. The usual combination is "follow the entry procedure".

C Not here. guest preference: Stated service choice or wish of the guest. The usual combination is "record the guest preference".

D Not here. occupied room: Room currently in use by a guest or other occupant. The usual combination is "respect an occupied room".

[Return to the exercise, page 23](#)

Review 1 / Explanations / continued

3. Rebuild the exchange from "What does everything include?". Jordan: "Please ask her. I need to tell the organizer what we can realistically expect." Maya: [missing response] Jordan: "While you check, which tasks can I say are definitely in the current assignment?" Which response belongs in the gap?

C. I will raise a clarification request identifying the high windows and personal equipment. I will also mention the three o'clock meeting as the time constraint.

A Not here. This line belongs to turn 4, after Jordan says: "I thought the laptops were included because they are on the tables. Can you wipe those too?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Jordan says: "What about the high windows? They are the first thing people see from the meeting table." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Maya's response in turn 10. It connects Jordan's preceding point with Jordan's follow-up. A clarification request seeks a defined decision about the extra tasks without implying the answer is already yes.

D Not here. This line belongs to turn 2, after Jordan says: "We have a meeting at three, so could you do everything in the conference room? The high windows and the laptops need attention too." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 23](#)

4. Rebuild the exchange from "Not during the call". Alex: "And this is for three twelve? I want to make sure I am not giving you the wrong room number." Lina: [missing response] Alex: "That is right. Thanks for working around the call." Which response belongs in the gap?

B. Yes, room three hundred twelve. The visit plan is eleven fifteen to eleven thirty, with no towels requested now.

A Not here. This line belongs to turn 2, after Alex says: "Sorry, this is not a good time to clean. I have a call until about eleven." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Lina's response in turn 18. It connects Alex's preceding point with Alex's follow-up. Visit plan connects room 312 to the 11:15-11:30 return and the declined towel offer.

C Not here. This line belongs to turn 8, after Alex says: "No, I would rather have the room cleaned later. I do not need towels brought now." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Alex says: "That is right. Thanks for working around the call." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 23](#)

Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Vessel holding a substance or product. Which term fits?

B. container

A Not here. precautionary statement: Wording describing measures to prevent or reduce harmful effects. The usual combination is "understand the precautionary statement".

B Correct. container: Vessel holding a substance or product. The usual combination is "identify the container".

C Not here. cleaner: Product intended to remove soil or unwanted material from a surface. The usual combination is "identify the cleaner".

D Not here. ready-to-use: Supplied in a form intended for use without additional dilution, as directed. The usual combination is "confirm ready-to-use status".

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2. A colleague needs the term for this meaning: Level platform between flights or at a stair entrance. Which term fits?

B. stair landing

A Not here. observed condition: What the worker directly notices at the location. The usual combination is "report the observed condition".

B Correct. stair landing: Level platform between flights or at a stair entrance. The usual combination is "describe the stair landing".

C Not here. status update: Report of the current state of the matter. The usual combination is "provide a status update".

D Not here. trip hazard: Obstacle or condition that may cause a person to trip. The usual combination is "distinguish a trip hazard".

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Review 2 / Explanations / continued

3. Rebuild the exchange from "Not during the call". Alex: "Thanks. Did you say eleven fifteen or eleven fifty? I did not quite catch it." Lina: [missing response] Alex: "Got it, fifteen to thirty. What happens if I am still on the call when you return?" Which response belongs in the gap?

C. Eleven fifteen to eleven thirty. It is a time range, rather than an exact arrival time.

A Not here. This line belongs to turn 14, after Alex says: "Good. I expect to finish at eleven, but the person I am speaking with sometimes runs late." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Alex says: "No, I would rather have the room cleaned later. I do not need towels brought now." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Lina's response in turn 10. It connects Alex's preceding point with Alex's follow-up. A time range retains both endpoints instead of turning the plan into a single promised arrival time.

D Not here. This line belongs to turn 6, after Alex says: "It should. Is there another option if the call goes on longer?" It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "Outside washroom B". Elena: "I will coordinate the follow-up through the site process and keep the responsible people informed. No reopening decision is being made in this exchange." Ravi: [missing response] Elena: "Please keep outside and east in the next handover. Those details will help the team find the right place." Which response belongs in the gap?

B. Then I will keep the status update factual: location confirmed, source unknown, area not declared ready. I will report any new observation through the same arrangements.

A Not here. This line belongs to turn 2, after Elena says: "Following up on your earlier hazard report: where exactly is the water, and what is the current status?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ravi's response in turn 18. It connects Elena's preceding point with Elena's follow-up. Status update must preserve the current unresolved condition and absence of readiness rather than imply progress not established.

C Not here. This line belongs to turn 14, after Elena says: "Some people may hear near the washroom and assume a plumbing leak. I will make clear that the source still needs appropriate assessment." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Elena says: "I have the report. I will not mark cleanup or repair complete from this call." It addresses that point, not the missing turn in the supplied exchange.

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Review 3 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Account limited to details observable without inspecting hidden contents. Which term fits?

D. visible description

A Not here. transfer: Passing an item to the designated next holder. The usual combination is "document the transfer".

B Not here. claimant: Person stating that an item belongs to them. The usual combination is "refer a claimant for verification".

C Not here. disclosure: Sharing of information with another person. The usual combination is "avoid unauthorized disclosure".

D Correct. visible description: Account limited to details observable without inspecting hidden contents. The usual combination is "give a visible description".

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2. A colleague needs the term for this meaning: Sheet designed to fit around a mattress. Which term fits?

A. fitted sheet

A Correct. fitted sheet: Sheet designed to fit around a mattress. The usual combination is "check fitted-sheet stock".

B Not here. linen: Textile items used in housekeeping, such as towels and bedding. The usual combination is "count the linen".

C Not here. expected delivery: Delivery anticipated but not yet confirmed as received. The usual combination is "distinguish an expected delivery".

D Not here. physical count: Quantity actually counted at the location. The usual combination is "complete a physical count".

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Review 3 / Explanations / continued

3. Rebuild the exchange from "Outside washroom B". Elena: "Good. Please also state whether the affected area has been declared ready. I need to avoid passing on an accidental all-clear." Ravi: [missing response] Elena: "I will retain that status. Give me one short observation to pass to the response team." Which response belongs in the gap?

B. There is no clearance for me to report. The area has not been declared ready, and my report should not be read as approval to use it.

A Not here. This line belongs to turn 14, after Elena says: "Some people may hear near the washroom and assume a plumbing leak. I will make clear that the source still needs appropriate assessment." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ravi's response in turn 10. It connects Elena's preceding point with Elena's follow-up. Clearance is the required authorization to return an area to the specified use; none is established here.

C Not here. This line belongs to turn 18, after Elena says: "I will coordinate the follow-up through the site process and keep the responsible people informed. No reopening decision is being made in this exchange." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Elena says: "I have the report. I will not mark cleanup or repair complete from this call." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "Three bath towels short". Noor: "I will update you after receipt and checking. Until then, the bath-towel count stays at nine." Ben: [missing response] Noor: "My final read-back is third-floor cart: nine bath towels against twelve, eight hand towels against eight, with three bath towels still needed." Which response belongs in the gap?

B. That is when the stock update should change the recorded figures. We should preserve the earlier count rather than retroactively pretend the cart was already full.

A Not here. This line belongs to turn 10, after Noor says: "I have kept it out of the current count. I do not want to report twelve just because a delivery may be on the way." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ben's response in turn 18. It connects Noor's preceding point with Noor's follow-up. Stock update should reflect a verified change in actual quantities, not a prediction about an unconfirmed delivery.

C Not here. This line belongs to turn 6, after Noor says: "Yes, just the bath towels are short. We do have the full eight hand towels." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Noor says: "The target is twelve bath towels, and I counted nine. For hand towels, the target is eight and the count is also eight." It addresses that point, not the missing turn in the supplied exchange.

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Review 4 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Spread or blurred mark on a surface. Which term fits?

A. smear

A Correct. smear: Spread or blurred mark on a surface. The usual combination is "describe a smear".

B Not here. rework: Additional work to correct a result that does not meet requirements. The usual combination is "arrange appropriate rework".

C Not here. glass panel: Defined sheet or section of glass. The usual combination is "locate the glass panel".

D Not here. client feedback: Information from the client about the service received. The usual combination is "receive client feedback".

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2. A colleague needs the term for this meaning: Task of checking and resolving access through the actual procedure. Which term fits?

D. access follow-up

A Not here. access restriction: Condition limiting entry or work in an area. The usual combination is "preserve an access restriction".

B Not here. outstanding task: Required work that remains unfinished. The usual combination is "identify an outstanding task".

C Not here. room status: Current recorded state of a guest room. The usual combination is "report room status".

D Correct. access follow-up: Task of checking and resolving access through the actual procedure. The usual combination is "accept an access follow-up".

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Review 4 / Explanations / continued

3. Rebuild the exchange from "Three bath towels short". Noor: "I have kept it out of the current count. I do not want to report twelve just because a delivery may be on the way." Ben: [missing response] Noor: "Please request three individual bath towels for this cart, not three packs." Which response belongs in the gap?

C. Correct. Stock on hand remains nine bath towels and eight hand towels. An expected arrival is useful planning information, but it is not counted stock.

A Not here. This line belongs to turn 4, after Noor says: "The target is twelve bath towels, and I counted nine. For hand towels, the target is eight and the count is also eight." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 16, after Noor says: "Understood. When the delivery does arrive, I will need to check what it actually includes rather than assume it contains the missing bath towels." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Ben's response in turn 10. It connects Noor's preceding point with Noor's follow-up. Stock on hand is the actual supply present now; future or unconfirmed items must not be included.

D Not here. This line belongs to turn 6, after Noor says: "Yes, just the bath towels are short. We do have the full eight hand towels." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "Three rooms, different stages". Tessa: "That is accurate. Room 301 is reported cleaned only. Please do not borrow 302's inspection status and apply it to 301 without information." Arun: [missing response] Tessa: "That matches my list. Please add the real outcomes to the right room as the checks happen." Which response belongs in the gap?

A. I will keep a separate status for each room. Shared numbering does not make the stages identical, and an unknown result should remain unknown.

A Correct. This is Arun's response in turn 18. It connects Tessa's preceding point with Tessa's follow-up. Separate status maintains a distinct evidence-based entry for each room instead of copying another room's stage or assuming all are alike.

B Not here. This line belongs to turn 12, after Tessa says: "Thanks. Three oh three stays not cleaned until the work is actually done." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Tessa says: "Room three hundred two has also been cleaned, but it still awaits Rosa's inspection. That unfinished step needs to remain visible." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Tessa says: "Rosa is still doing the inspection for three oh two. I only need you to carry that information forward." It addresses that point, not the missing turn in the supplied exchange.

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Additional case 1 / Explanations

Extended conversation

1. directions for use

Turn 2. Directions for use specify the relevant surface and application conditions; the timer alone does not establish that they were met.

2. five minutes

Turn 4. The fictional directions require five continuous wet minutes; four wet minutes plus one dry minute do not satisfy that requirement.

3. 07:47

Turn 6. 07:42 plus five minutes is 07:47, but that clock time would meet the duration only if the required wet condition had continued.

4. application record

Turn 8. The application record must retain the actual start and drying times rather than being edited into an unsupported successful result.

5. visibly wet

Turn 10. Visibly wet describes the required surface condition throughout the contact period, not merely at the start or the final photograph.

6. surface compatibility

Turn 12. Surface compatibility and approved use must be established for the actual material; hard-nonporous directions do not automatically cover upholstery.

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Transfer exchange

1. three

Cleaner: The required continuously wet period is three minutes.

Turn 1. The supplied directions require three minutes, not the two minutes actually observed wet.

Additional case 1 / Explanations / continued

2. 14:13

Supervisor: With continuous wetness, the arithmetic endpoint would be 14:13 .

Turn 2. Adding three minutes to 14:10 gives 14:13, conditional on the stated wet requirement being maintained.

3. 14:12

Cleaner: The recorded drying time was 14:12 .

Turn 3. The surface dried at 14:12, before the required endpoint.

4. not met

Supervisor: The stated wet-time requirement was not met .

Turn 4. Only two continuous wet minutes are recorded; waiting while dry does not supply the missing wet minute.

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Additional case 2 / Explanations

Extended conversation

1. fluorescent marker

Turn 2. A fluorescent marker is a tracer placed before cleaning; checking its removal evaluates the marked cleaning process, not the presence of specific pathogens.

2. first-pass result

Turn 4. Six fully removed marks out of eight sampled spots equals a 75% first-pass result under this site's rule.

3. process check

Turn 6. The marker exercise checks physical removal at selected spots; it is not a measurement of the percentage of a room disinfected.

4. sample scope

Turn 8. Eight predetermined marked spots are the sample; their result cannot establish the condition of every surface in the room or building.

5. recheck

Turn 10. The recheck records the later removal of both remaining marks after corrective work; it does not rewrite the original six-of-eight result.

6. microbial contamination

Turn 14. Microbial contamination concerns microorganisms; fluorescent-tracer removal does not directly measure them or establish their absence.

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Transfer exchange

1. seven

Cleaner: The initial fully removed count is seven .

Turn 1. Seven spots pass the stated full-removal rule; partial removal does not count as a pass.

Additional case 2 / Explanations / continued

2. 70%

Supervisor: The first-pass percentage is 70% .

Turn 2. Seven divided by ten equals 70%, not the later post-correction total.

3. three

Cleaner: The number successfully corrected at recheck is three .

Turn 3. The three initially partial marks are removed after correction and recorded as a separate follow-up.

4. not established

Supervisor: Absence of pathogens is not established by this marker result.

Turn 4. Tracer removal assesses the sampled cleaning process, not the absence of microorganisms.

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Additional case 3 / Explanations

Extended conversation

1. cleanable area

Turn 2. The calculation covers 600 square meters of identified cleanable floor, not the total building area or unspecified extra tasks.

2. labor-hours

Turn 4. At 200 square meters per labor-hour, 600 square meters requires three person-hours of the defined floor task.

3. ninety minutes

Turn 6. Three labor-hours divided equally between two cleaners gives 1.5 hours, or 90 elapsed minutes, for floor work alone.

4. elapsed time

Turn 8. Concurrent ten-minute setup and five-minute closeout add fifteen elapsed minutes, making 105 minutes from the shared start.

5. 10:45

Turn 10. 09:00 plus ten setup minutes, ninety floor-work minutes, and five closeout minutes is 10:45, before any unmodeled delay or release time.

6. labor budget

Turn 12. Three floor-task labor-hours plus two workers at fifteen minutes each gives 3.5 labor-hours, not three hours or 105 person-minutes.

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Transfer exchange

1. 3

Lead: The productive floor task requires 3 labor-hours.

Turn 1. Nine hundred divided by three hundred equals three labor-hours before the separate allowances.

Additional case 3 / Explanations / continued

2. 60

Planner: Dividing the task equally gives 60 minutes of productive clock time.

Turn 2. Three labor-hours divided among three workers gives one hour each, or sixty elapsed minutes.

3. 14:15

Lead: The calculated work finish is 14:15 .

Turn 3. From 13:00, add ten minutes setup, sixty minutes floor work, and five minutes closeout.

4. 3.75

Planner: Including each worker's allowances, the total is 3.75 labor-hours.

Turn 4. Three task hours plus three workers times fifteen minutes equals 3.75 labor-hours; the elapsed time is only 1.25 hours.

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Find a phrase by purpose

Confirming the assignment and its limits

Acknowledge the timing: I understand the meeting starts at three.

Read the assignment: My task list says table surfaces and the floor.

Clarify everything: Which additional areas do you mean by everything?

[Full phrase bank, page 7](#)

Respecting access and occupied spaces

Acknowledge the refusal: Certainly; I will not start service now.

Clarify the timing: Your call is expected to finish at eleven.

Offer the real window: I can return between eleven fifteen and eleven thirty.

[Full phrase bank, page 17](#)

Clarifying product and task information

State the problem: I cannot read this bottle label.

Preserve the status: I have not used the product.

Question the identification: What reliable information identifies this container?

[Full phrase bank, page 28](#)

Reporting faults and unsafe access

Lead with location: Water is visible outside washroom B.

Add the landmark: It is beside the east stair door.

State uncertainty: I do not know the source.

[Full phrase bank, page 38](#)

Find a phrase by purpose / continued

Handling found items and privacy questions

Open the report: I found a closed black glasses case.

Give the room: It was in room 214.

Give the position: It was beneath the chair.

[Full phrase bank, page 50](#)

Counting linen and replenishing supplies

Identify the cart: This is the third-floor linen cart.

State the target: The target is twelve bath towels.

Give the count: I counted nine bath towels.

[Full phrase bank, page 60](#)

Responding to a quality concern

Acknowledge the concern: Thank you for pointing out the streaks.

Recognize the inconvenience: I am sorry the result is not as expected.

Identify the panel: Is it the interior glass beside office 8?

[Full phrase bank, page 73](#)

Giving a clear end-of-shift handover

Start the room list: I have separate updates for 301, 302, and 303.

State the first fact: Room 301 has been cleaned.

Avoid an invented result: I have no inspection result for 301 to add.

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References and publication notes

All cases, organizations, figures, and conversations are fictional teaching material, not transcripts. Communication practice does not replace qualified advice or current workplace procedures.

[1] US Bureau of Labor Statistics. Janitors and Building Cleaners.

Occupational context for task assignments, surface cleaning, supplies, and reporting maintenance needs. Individual duties depend on the actual role and site. Source checked 10 October 2026.

<https://www.bls.gov/ooh/building-and-grounds-cleaning/janitors-and-building-cleaners.htm>

[2] US Bureau of Labor Statistics. Maids and Housekeeping Cleaners.

Occupational context for guest-room cleaning and linen replenishment. No guest-access or property-release rule is inferred from this profile. Source checked 10 October 2026.

<https://www.bls.gov/ors/factsheet/maids-and-housekeeping-cleaners.htm>

[3] Occupational Safety and Health Administration. Hazard Communication.

Background for product identification, labels, safety data sheets, and understandable hazard information. The book supplies no chemical-use instructions. Source checked 10 October 2026.

<https://www.osha.gov/hazcom/>

[4] Centers for Disease Control and Prevention. When and How to Clean and Disinfect a Facility.

Terminology distinguishing cleaning and disinfection in community facilities. This guidance is not a substitute for healthcare or other specialized-site requirements. Source checked 10 October 2026.

<https://www.cdc.gov/hygiene/about/when-and-how-to-clean-and-disinfect-a-facility.html>

Companion course

The website offers the eight-lesson course and related practice. This book can be used independently. No audio access or external account is needed for its exercises.

<https://englishladder.com/efsp-housekeeping-commercial-cleaning.html>

Clear tasks. Reliable handovers.

Eight lessons plus contact-time, cleaning-audit, and workload conversations. Practice guest service, product questions, supply counts, and precise team handovers.

Confirming the assignment and its limits

Before three identifies the requested deadline. It does not mean all tasks are authorized or feasible. Preserve the difference between the current assignment, an additional request, and an approved change.

Clarifying product and task information

A product identifier must connect the actual container with the relevant information. A similar bottle or familiar color does not establish identity. Do not infer use instructions, surface suitability, or protection requirements from an unverified guess.

Respecting access and occupied spaces

Until eleven describes the guest call. Between eleven fifteen and eleven thirty describes the available return window. Neither means the attendant has promised to arrive exactly when the call ends.

Reporting faults and unsafe access

Outside washroom B and beside the east stair door locate the water. They do not establish that it came from the washroom or stairs. Keep the observed location separate from the unknown source.

Phil Stilwell

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