

ENGLISH FOR WORK / ENGLISH FOR GROUNDS WORK AND CUSTOMER VISITS

Landscaping and Grounds **English**

Clear requests. Careful promises.



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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 booked grounds work, page 4

Explain the current work order, acknowledge an additional request, and refer it without inventing a price or appointment.

02 Clarifying access and property limits, page 14

Separate a work-plan limit from an unverified ownership claim and refer an access request without deciding a legal boundary.

03 Clarifying appearance and plant requests, page 26

Resolve an ambiguous plant reference, describe the requested appearance, and preserve the qualified lead review.

04 Explaining a weather-related change, page 36

Explain a work pause, preserve the customer deadline, and distinguish a requested update from a confirmed return visit.

05 Reporting site observations without diagnosis, page 48

Report a visible condition with its location and time, and respond to a suspected cause without presenting it as confirmed.

06 Checking materials and requested quantities, page 58

Compare a delivery with the requested quantity and approved sample, then refer both discrepancies without approving substitution.

07 Responding to finish and cleanup concerns, page 70

Acknowledge a specific missed cleanup, identify the included area, and refer correction without expanding the job.

08 Handing over unfinished grounds work, page 80

Separate completed work from a deferred review, preserve a callback request, and identify who owns the next arrangement.

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

Name the work before promising the result.

A useful grounds-work conversation identifies the exact area, plant, material, or condition under discussion. It separates the agreed job from a new request, a visible observation from a diagnosis, and a proposed visit from a confirmed booking.

Keep the booked scope visible

A request made while the crew is present does not automatically change the work order. Name what is included, what is excluded, and who can review a separate request.

"Today includes front-lawn mowing and path leaf clearance; the rear hedge needs a separate review."

Clarify the plant and the location

The tall one or over there can point to more than one plant or area. Confirm the exact subject and location before a qualified person assesses the requested work.

"You mean the rosemary beside the left flower bed, not the specimen magnolia."

Report what you observed

A wet area does not establish a broken pipe, and a material label does not prove it matches the approved sample. State the observation, location, time, and unanswered question.

"At 09:15 I saw standing water beside the east bed near zone 3; the cause is unknown."

Separate an update from a booking

A weather pause, suggested day, requested callback, and confirmed visit are different stages. Preserve the customer deadline and identify who owns the next communication.

"Thursday is suggested, not booked; I will request a scheduling update by Wednesday noon."

Professional boundaries

All sites, customers, plants, materials, times, work orders, and decisions in the cases are fictional. This book teaches workplace English, not horticultural diagnosis, pruning technique, equipment operation, chemical application, land surveying, or legal boundary advice. Follow actual site controls, training, work orders, local requirements, and qualified-lead decisions. The dialogues do not authorize entering disputed land, pruning a plant, changing irrigation, applying products, substituting materials, or resuming paused work.

A Read the situation

LESSON 01 / CONFIRMING THE BOOKED GROUNDS WORK

Explain the current work order, acknowledge an additional request, and refer it without inventing a price or appointment.

A hedge request during a lawn visit

At Oak Court, worker Asha explains the booked work to resident Ben. Today includes front-lawn mowing and path leaf clearance. Ben asks the crew to shape the rear hedge as well. Hedge work is excluded from this booking. The office can review a separate request, but no price, date, or approval is confirmed. Asha must preserve the existing work scope while passing on the hedge request accurately, without implying that a quick favor is automatically covered.

People: Ben, Resident; Asha, Grounds worker.

Read the record

Choose one answer per question using the facts above.

1. What is included today?

- A.** Rear-hedge shaping only
- B.** Every outdoor task at Oak Court
- C.** Tree removal and irrigation repair
- D.** Front-lawn mowing and path leaf clearance

2. Which task does Ben add?

- A.** Path leaf clearance already listed
- B.** A confirmed tree removal
- C.** Rear-hedge shaping
- D.** Front-lawn mowing already listed

3. What can Asha offer?

- A.** Immediate free hedge work
- B.** A guaranteed appointment tomorrow
- C.** Approval of any extra task
- D.** Office review of a separate request, with no confirmed price or date

[Answers and explanations, page 106](#)

B Vocabulary in use

CORE TERMS

work order

Record specifying the tasks assigned for a particular job.

check the work order

grounds maintenance

Upkeep of outdoor areas and landscape features.

discuss grounds maintenance

mowing

Cutting grass as part of the specified lawn task.

confirm the mowing task

leaf clearance

Removal of fallen leaves from the specified area.

confirm path leaf clearance

hedge shaping

Work intended to change or maintain a hedge's form.

request hedge shaping

excluded task

Activity outside the current agreed work.

explain the excluded task

booked scope

Work included in the agreed booking.

confirm the booked scope

front lawn

Grassed area at the front of the property.

identify the front lawn

path

Defined walking route through an outdoor area.

identify the path

rear hedge

Row of shrubs at the back of the site.

identify the rear hedge

included task

Activity explicitly covered by the booking.

name the included tasks

additional request

New work requested beyond the existing arrangement.

record an additional request

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 specifying the tasks assigned for a particular job.

path **PATH**

identify the path

Keep the meaning precise: Defined walking route through an outdoor area.

B Precision and professional shorthand

EXTEND YOUR RANGE

separate quotation

Price proposal for work outside the current booking.

request a separate quotation

crew

Group of workers assigned to the job.

brief the crew

office review

Assessment of a request by the coordinating office.

refer for office review

task authorization

Permission to carry out the specified work.

confirm task authorization

price estimate

Provisional cost figure for specified work.

distinguish a price estimate

request handoff

Transfer of a new request to the responsible person.

complete a request handoff

site visit

Attendance at a location for defined work or assessment.

confirm the site visit

grounds lead

Person supervising or assessing grounds work.

consult the grounds lead

scope change

Amendment to the agreed work content.

seek approval for a scope change

service date

Day on which agreed work is scheduled.

confirm the service date

confirmed booking

Arrangement explicitly agreed and entered through the actual process.

verify a confirmed booking

completion claim

Statement that assigned work has been finished.

avoid an unsupported completion claim

Say it in context

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

additional request ADDITIONAL REQUEST

record an additional request

Keep the meaning precise: New work requested beyond the existing arrangement.

office review OFFICE REVIEW

refer for office review

Keep the meaning precise: Assessment of a request by the coordinating office.

Phrases that move the work forward

Acknowledge the request

I understand you would like the rear hedge shaped as well.

State the first task

Front-lawn mowing is included.

Name the exclusion

Rear-hedge work is outside this booking.

Explain the review route

The office can review a separate request.

Avoid a date promise

No service date is confirmed for the hedge.

Ask permission to relay

Would you like me to pass the hedge request to the office?

Preserve the existing work

Today's listed tasks remain mowing and path leaf clearance.

Keep completion separate

Confirming the scope does not mean the work is finished.

Name the booking

Let me confirm today's work order.

State the second task

Path leaf clearance is included too.

Keep the request specific

You are asking for the rear hedge, not the front lawn.

Avoid a price promise

I do not have a confirmed price for that work.

Avoid an informal addition

I cannot add it as a quick favor to today's scope.

Separate review and approval

A review request is not task authorization.

Avoid a universal refusal

I am explaining this booking, not ruling out future hedge work.

Close with the next step

I will refer the rear-hedge request with price and timing still open.

Precision in real exchanges

Purpose: State the second task

Useful wording: Path leaf clearance is included too.

Purpose: Name the exclusion

Useful wording: Rear-hedge work is outside this booking.

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 scope explanation matches the booking?

- A.** All grounds work is included because the crew is present.
- B.** The rear hedge is automatically included if it looks quick.
- C.** Only the hedge is booked today.
- D.** Today covers front-lawn mowing and path leaf clearance, not the rear hedge.

2. Which next-step statement is accurate?

- A.** I have booked the hedge for tomorrow.
- B.** The extra work is free.
- C.** Your question authorizes the crew to begin.
- D.** I can pass the separate hedge request to the office for review.

3. A colleague needs the term for this meaning: Grassed area at the front of the property. Which term fits?

- A.** crew
- B.** hedge shaping
- C.** front lawn
- D.** price estimate

D Choose the response that fits / continued

4. Rebuild the exchange from "A hedge request during a lawn visit". Ben: "Please tell the office it's the hedge at the back. I'm not asking for shaping around the front lawn." Asha: [missing response] Ben: "Would that mean an extra bill? I don't want a request for information to be taken as agreement to a price." Which response belongs in the gap?

- A.** Yes. No scope change has been approved in this conversation. I'll send the request with both price and timing still open.
- B.** I can pass that request on. Today's work order lists front-lawn mowing and path leaf clearance; the hedge isn't included.
- C.** I'll specify rear hedge shaping, so the location doesn't get confused with the mowing area. The office can review it separately.
- D.** The service date still needs checking. I can relay your request, but I can't confirm a hedge appointment for this week.

[Answers and explanations, page 106](#)

One useful distinction

The current booking includes front-lawn mowing and path leaf clearance, not rear-hedge shaping. Referring Ben to the office preserves the additional request but does not approve it, price it, or book it for another day.

E Conversation

A hedge request during a lawn visit

A hedge request during a lawn visit

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

WORD AND PHRASE BANK

work order / service date / scope change / Office review / included task / booked scope
/ task authorization / separate quotation / rear hedge / request handoff

- 01 **Ben:** Could you shape the rear hedge while you're here? I'd assumed the grounds visit covered that as well as the lawn.
- 02 **Asha:** I can pass that request on. Today's ¹ _____ lists front-lawn mowing and path leaf clearance; the hedge isn't included.
- 03 **Ben:** Oh, I thought it was a general garden visit. You're saying the lawn and the path are the actual tasks on the booking?
- 04 **Asha:** That's the ² _____, yes. Being at Oak Court doesn't mean the crew has approval for every outdoor job.
- 05 **Ben:** Please tell the office it's the hedge at the back. I'm not asking for shaping around the front lawn.
- 06 **Asha:** I'll specify ³ _____ shaping, so the location doesn't get confused with the mowing area. The office can review it separately.
- 07 **Ben:** Would that mean an extra bill? I don't want a request for information to be taken as agreement to a price.
- 08 **Asha:** No ⁴ _____ is confirmed. Asking for a review doesn't commit you to a charge, and I don't have a price to offer.
- 09 **Ben:** All right. Could it happen later this week, or do they need to check the schedule before you can say?
- 10 **Asha:** The ⁵ _____ still needs checking. I can relay your request, but I can't confirm a hedge appointment for this week.

Conversation continues on the next page.

A hedge request during a lawn visit

CONVERSATION / CONTINUED

- 11 **Ben:** Please don't tell the other residents it's booked yet. They'll expect someone to turn up if they hear a definite day.
- 12 **Asha:** ⁶ _____ is the next step. I'll keep it described as a request until there is an actual arrangement.
- 13 **Ben:** What if I only want a quick tidy? Is that different from asking for the hedge to be shaped?
- 14 **Asha:** The wording doesn't replace ⁷ _____. We need the actual work assessed and agreed; I can't add it as a quick favor.
- 15 **Ben:** Then leave it as rear-hedge shaping. I'd rather the office knows what I'm asking for than gets an unclear note.
- 16 **Asha:** I'll make that ⁸ _____ with the location and requested work. Today's mowing and leaf-clearance tasks stay as they are.
- 17 **Ben:** Can you repeat the two tasks before I speak to the residents? I don't want to say the hedge was missed.
- 18 **Asha:** Mowing is the ⁹ _____ for the front lawn; path leaf clearance is also listed. The rear hedge was not part of today's booking.
- 19 **Ben:** Thanks. Please refer the hedge separately. I'll wait for the office to discuss the price and a possible day.
- 20 **Asha:** Yes. No ¹⁰ _____ has been approved in this conversation. I'll send the request with both price and timing still open.

CHECK THE GAPS

1. work order / 2. booked scope / 3. rear hedge / 4. separate quotation / 5. service date / 6. Office review / 7. task authorization / 8. request handoff / 9. included task / 10. scope change

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

F Check accuracy and scope

A hedge request during a lawn visit

Return to the case

At Oak Court, worker Asha explains the booked work to resident Ben. Today includes front-lawn mowing and path leaf clearance. Ben asks the crew to shape the rear hedge as well. Hedge work is excluded from this booking. The office can review a separate request, but no price, date, or approval is confirmed. Asha must preserve the existing work scope while passing on the hedge request accurately, without implying that a quick favor is automatically covered.

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

1. Which statement overpromises?

- A. The existing scope has not changed.
- B. The hedge will definitely be shaped today at no charge.
- C. No price is confirmed.
- D. The office can review the request.

2. What should remain in the handoff?

- A. All outdoor tasks approved and completed.
- B. Hedge task silently added to the mowing order.
- C. A guessed quotation and appointment.
- D. Rear-hedge shaping requested; separate review needed; price and date unknown.

[Answers and explanations, page 109](#)

Listen for the distinction

Repeat Ben's rear-hedge shaping request and the separate office-review route.

Acknowledge the request before explaining the limit

A resident may see the crew on site and assume an additional task is easy to include. Explain the current work order in concrete terms, then identify the separate review route. A clear boundary can remain helpful without criticizing the resident for asking.

F Say it / transfer to a new case

Refer another additional task

Elm Court has booked front-lawn mowing and driveway leaf clearance. A resident requests side-hedge shaping. It is excluded from the current booking; the office can review it, with no price or date 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

review / mowing / side hedge / unconfirmed

- 01 **Worker:** The booked lawn task is ¹ _____.
- 02 **Resident:** The additional request concerns the ² _____.
- 03 **Worker:** The next step is office ³ _____.
- 04 **Resident:** The price and date are still ⁴ _____.

CHECK THE GAPS

1. mowing / 2. side hedge / 3. review / 4. unconfirmed

[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 "A hedge request during a lawn visit". Ben: "What if I only want a quick tidy? Is that different from asking for the hedge to be shaped?" Asha: [missing response] Ben: "Then leave it as rear-hedge shaping. I'd rather the office knows what I'm asking for than gets an unclear note." Which response belongs in the gap?

- A.** The service date still needs checking. I can relay your request, but I can't confirm a hedge appointment for this week.
- B.** I'll specify rear hedge shaping, so the location doesn't get confused with the mowing area. The office can review it separately.
- C.** No separate quotation is confirmed. Asking for a review doesn't commit you to a charge, and I don't have a price to offer.
- D.** The wording doesn't replace task authorization. We need the actual work assessed and agreed; I can't add it as a quick favor.

[Answers and explanations, page 110](#)

A Read the situation

LESSON 02 / CLARIFYING ACCESS AND PROPERTY LIMITS

Separate a work-plan limit from an unverified ownership claim and refer an access request without deciding a legal boundary.

The plan stops at the fence

At Elm View, customer Rosa asks grounds worker Kai to clear a strip beyond the rear fence. Rosa says the strip is probably part of the property, but ownership is unconfirmed. The current work plan ends at the fence. Kai can report the additional request and uncertainty to the office but cannot determine the property boundary, extend the work area, or assume permission to enter. No ownership conclusion, clearance work beyond the fence, or revised plan is established.

People: Rosa, Customer; Kai, Grounds worker.

Read the record

Choose one answer per question using the facts above.

1. Where does the current work plan end?

- A. At the rear fence
- B. Beyond the fence to an unknown point
- C. At every area Rosa can see
- D. At a newly approved boundary

2. What is known about the strip's ownership?

- A. Rosa's ownership has been legally established
- B. The neighbor definitely owns it
- C. The worker has completed a survey
- D. It is unconfirmed

3. What can Kai do?

- A. Change the plan without review
- B. Flag the request and uncertainty to the office
- C. Decide the legal boundary
- D. Enter and clear the strip automatically

[Answers and explanations, page 111](#)

B Vocabulary in use

CORE TERMS

work-plan limit

Endpoint of the area covered by the current assigned work.

confirm the work-plan limit

boundary

Line separating areas or property interests, requiring appropriate verification.

avoid deciding the boundary

ownership claim

Statement that land belongs to someone.

qualify the ownership claim

land strip

Narrow area of ground.

identify the land strip

within the plan

Inside the assigned scope or area.

stay within the plan

access permission

Authorization to enter a specific area.

verify access permission

rear fence

Fence at the back of the site used as a location reference.

identify the rear fence

property line

Legally relevant limit of a property, not established here.

request property-line clarification

unconfirmed ownership

Ownership not established by the available information.

report unconfirmed ownership

beyond the fence

On the far side of the named fence.

clarify beyond the fence

adjacent land

Land next to the current site or work area.

distinguish adjacent land

entry request

Request to go into an area for work.

refer an entry request

Say it in context

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

work-plan limit **WORK-PLAN LIMIT**

confirm the work-plan limit

Keep the meaning precise: Endpoint of the area covered by the current assigned work.

unconfirmed ownership **UNCONFIRMED OWNERSHIP**

report unconfirmed ownership

Keep the meaning precise: Ownership not established by the available information.

B Precision and professional shorthand

EXTEND YOUR RANGE

clearance request

Request to remove vegetation or debris from a specified area.

define the clearance request

survey

Professional measurement or assessment of land boundaries or features.

distinguish a survey from a visual guess

assumption

Belief accepted without adequate verification.

avoid an ownership assumption

scope extension

Proposed expansion of the assigned work area or tasks.

request a scope extension

boundary clarification

Process of resolving uncertainty about the relevant property limit.

seek boundary clarification

site restriction

Limit governing access or work at the location.

respect the site restriction

site plan

Document or drawing identifying site areas and planned work.

consult the site plan

fence alignment

Position of the fence relative to the surrounding site.

describe the fence alignment

qualified statement

Wording that preserves uncertainty or a stated limit.

retain a qualified statement

authorized area

Area for which relevant work permission is established.

confirm the authorized area

office referral

Transfer of a question to the coordinating office.

make an office referral

revised plan

Updated work arrangement after the appropriate review and approval.

await a revised plan

Say it in context

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

entry request **ENTRY REQUEST**

refer an entry request

Keep the meaning precise: Request to go into an area for work.

assumption **ASSUMPTION**

avoid an ownership assumption

Keep the meaning precise: Belief accepted without adequate verification.

Phrases that move the work forward

Identify the requested area

You mean the strip beyond the rear fence?

State the current limit

Our work plan ends at the fence.

Separate plan and title

The work-plan limit does not determine the property line.

Avoid an access assumption

I cannot assume permission to enter beyond the fence.

Keep the issue specific

The question concerns the strip beyond the rear fence.

Name the required review

The office needs to review the request and the access question.

Avoid claiming a survey

We have not established the boundary through this conversation.

Keep the outcome open

No revised plan is confirmed yet.

Confirm the task

You would like that strip cleared.

Preserve uncertainty

You said it is probably yours; ownership is not confirmed.

Avoid a legal conclusion

I cannot decide who owns that strip.

Offer referral

I can flag the request to the office.

Avoid a visual shortcut

The fence position alone does not settle ownership here.

Preserve the existing plan

No extension of the work area is approved.

Attribute the statement

The customer believes the strip may belong to the property.

Close with the next step

I will pass on the clearance request with ownership and permission still unresolved.

Precision in real exchanges

Purpose: Preserve uncertainty

Useful wording: You said it is probably yours; ownership is not confirmed.

Purpose: Separate plan and title

Useful wording: The work-plan limit does not determine the property line.

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 preserves the uncertainty?

- A.** Kai has established the legal boundary.
- B.** Rosa believes the strip may be theirs; ownership is unconfirmed.
- C.** Rosa definitely owns the strip because she said probably.
- D.** The neighbor definitely owns it because it is beyond the fence.

2. What does the rear fence establish in this scenario?

- A.** Permission to work on both sides.
- B.** An automatically revised clearance area.
- C.** The endpoint of the current work plan.
- D.** The definitive legal property line.

3. A colleague needs the term for this meaning: Legally relevant limit of a property, not established here. Which term fits?

- A.** survey
- B.** boundary clarification
- C.** property line
- D.** within the plan

D Choose the response that fits / continued

4. Rebuild the exchange from "The plan stops at the fence". Rosa: "I'd hoped you could include it while the crew was here. Does asking now change the work area?" Kai: [missing response] Rosa: "Please keep probably in the note. I don't want it recorded as though I've established ownership." Which response belongs in the gap?

- A.** You request clearance of the strip beyond the fence. Ownership is unconfirmed, and no permission or extension of the current work area has been established here.
- B.** Yes. The relevant boundary clarification and access review need the proper process. This conversation is not a survey or a legal decision about the strip.
- C.** You mean the land strip beyond the fence, not the ground on this side? I want to make sure I pass on the correct area.
- D.** It creates an additional request to refer, not an approved extension. I cannot decide the ownership question or assume permission to enter beyond the fence.

[Answers and explanations, page 111](#)

One useful distinction

The work-plan limit is the rear fence. That fact does not prove the legal property line or ownership of the strip beyond it. Rosa says probably; the uncertainty must remain explicit in the office referral.

Conversation

The plan stops at the fence

The plan stops at the fence

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

WORD AND PHRASE BANK

scope extension / land strip / additional request / office referral / fence alignment /
qualified statement / boundary clarification / beyond the fence / work-plan limit /
revised plan

- 01 **Rosa:** Could you clear the strip beyond the rear fence? I think it's probably ours, but I'm not certain.
- 02 **Kai:** You mean the ¹ _____ beyond the fence, not the ground on this side? I want to make sure I pass on the correct area.
- 03 **Rosa:** Yes, that narrow strip on the far side. The fence looks as though it's inside the edge, but I haven't confirmed it.
- 04 **Kai:** Thank you for clarifying. The current ² _____ is the rear fence. That tells me where this job ends, but it does not establish the legal boundary.
- 05 **Rosa:** I'd hoped you could include it while the crew was here. Does asking now change the work area?
- 06 **Kai:** It creates an ³ _____ to refer, not an approved extension. I cannot decide the ownership question or assume permission to enter beyond the fence.
- 07 **Rosa:** Please keep probably in the note. I don't want it recorded as though I've established ownership.
- 08 **Kai:** I will keep the ⁴ _____ accurate: you believe the strip may belong to the property, but ownership has not been confirmed.
- 09 **Rosa:** Does the fence position help? The planting continues past it, but that may not tell us much.
- 10 **Kai:** The ⁵ _____ alone does not settle ownership here. A planting pattern is not enough for me to make a property-line determination either.

Conversation continues on the next page.

The plan stops at the fence

CONVERSATION / CONTINUED

- 11 **Rosa:** All right. I'd rather check than ask you to clear land that turns out not to be ours.
- 12 **Kai:** I can make an ⁶ _____. I will identify the strip, the clearance request, and the uncertainty about ownership and access.
- 13 **Rosa:** Please refer it. I'm asking about clearance, not saying you've agreed to do it today.
- 14 **Kai:** Correct. No ⁷ _____ has been approved. The current plan still ends at the fence while the additional request is reviewed.
- 15 **Rosa:** If I find any ownership information, should I send it to the office for their review?
- 16 **Kai:** Yes. The relevant ⁸ _____ and access review need the proper process. This conversation is not a survey or a legal decision about the strip.
- 17 **Rosa:** Could you read back the exact area? I don't mean everything behind the property.
- 18 **Kai:** You request clearance of the strip ⁹ _____. Ownership is unconfirmed, and no permission or extension of the current work area has been established here.
- 19 **Rosa:** That's the request. Please keep the uncertainty in the referral, and I'll wait for the office.
- 20 **Kai:** I will pass it on. A ¹⁰ _____ is not confirmed yet. The existing work limit remains the fence, with the extra request and its uncertainties clearly recorded.

CHECK THE GAPS

1. land strip / 2. work-plan limit / 3. additional request / 4. qualified statement / 5. fence alignment / 6. office referral / 7. scope extension / 8. boundary clarification / 9. beyond the fence / 10. revised plan

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

F Check accuracy and scope

The plan stops at the fence

Return to the case

At Elm View, customer Rosa asks grounds worker Kai to clear a strip beyond the rear fence. Rosa says the strip is probably part of the property, but ownership is unconfirmed. The current work plan ends at the fence. Kai can report the additional request and uncertainty to the office but cannot determine the property boundary, extend the work area, or assume permission to enter. No ownership conclusion, clearance work beyond the fence, or revised plan is established.

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

1. Which action is within Kai's stated role?

- A.** Perform a boundary survey without qualification.
- B.** Clear beyond the fence while ownership is unknown.
- C.** Treat the extra strip as already authorized.
- D.** Refer the request and access uncertainty to the office.

2. Which statement wrongly combines separate questions?

- A.** The current plan ends at the fence.
- B.** No revised plan is confirmed.
- C.** If the customer believes it is theirs, entry and clearance are automatically approved.
- D.** Work scope and ownership both need clarification.

[Answers and explanations, page 114](#)

Listen for the distinction

Repeat Rosa's probably or may wording when attributing her ownership belief.

A work limit is not a legal boundary finding

A fence can be a clear reference for the booked work without proving ownership of the land beside it. Repeat the customer request respectfully, preserve uncertain wording such as probably, and refer the issue instead of deciding property rights during a maintenance visit.

F Say it / transfer to a new case

Refer another uncertain area request

A work plan ends at a side gate. A customer asks for clearance beyond it and says the area may belong to the property. Ownership and access are unconfirmed; the worker can refer the request to the office.

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

gate / unconfirmed / review / may

- 01 **Worker:** The current plan ends at the side ¹ _____.
- 02 **Customer:** The area ² _____ belong to the property.
- 03 **Worker:** Ownership remains ³ _____.
- 04 **Customer:** The next step is office ⁴ _____.

CHECK THE GAPS

1. gate / 2. may / 3. unconfirmed / 4. review

[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 "The plan stops at the fence". Rosa: "Please refer it. I'm asking about clearance, not saying you've agreed to do it today." Kai: [missing response] Rosa: "If I find any ownership information, should I send it to the office for their review?" Which response belongs in the gap?

- A.** I can make an office referral. I will identify the strip, the clearance request, and the uncertainty about ownership and access.
- B.** The fence alignment alone does not settle ownership here. A planting pattern is not enough for me to make a property-line determination either.
- C.** I will keep the qualified statement accurate: you believe the strip may belong to the property, but ownership has not been confirmed.
- D.** Correct. No scope extension has been approved. The current plan still ends at the fence while the additional request is reviewed.

[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 booked grounds work" and "Clarifying access and property limits". 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: Upkeep of outdoor areas and landscape features. Which term fits?

- A. grounds maintenance
- B. rear hedge
- C. site visit
- D. service date

2. A colleague needs the term for this meaning: On the far side of the named fence. Which term fits?

- A. scope extension
- B. clearance request
- C. work-plan limit
- D. beyond the fence

3. Rebuild the exchange from "A hedge request during a lawn visit". Ben: "All right. Could it happen later this week, or do they need to check the schedule before you can say?" Asha: [missing response] Ben: "Please don't tell the other residents it's booked yet. They'll expect someone to turn up if they hear a definite day." Which response belongs in the gap?

- A. The service date still needs checking. I can relay your request, but I can't confirm a hedge appointment for this week.
- B. I'll specify rear hedge shaping, so the location doesn't get confused with the mowing area. The office can review it separately.
- C. Yes. No scope change has been approved in this conversation. I'll send the request with both price and timing still open.
- D. I can pass that request on. Today's work order lists front-lawn mowing and path leaf clearance; the hedge isn't included.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "The plan stops at the fence". Rosa: "Could you read back the exact area? I don't mean everything behind the property." Kai: [missing response] Rosa: "That's the request. Please keep the uncertainty in the referral, and I'll wait for the office." Which response belongs in the gap?

- A.** You request clearance of the strip beyond the fence. Ownership is unconfirmed, and no permission or extension of the current work area has been established here.
- B.** You mean the land strip beyond the fence, not the ground on this side? I want to make sure I pass on the correct area.
- C.** Thank you for clarifying. The current work-plan limit is the rear fence. That tells me where this job ends, but it does not establish the legal boundary.
- D.** It creates an additional request to refer, not an approved extension. I cannot decide the ownership question or assume permission to enter beyond the fence.

[Answers and explanations, page 146](#)

A Read the situation

LESSON 03 / CLARIFYING APPEARANCE AND PLANT REQUESTS

Resolve an ambiguous plant reference, describe the requested appearance, and preserve the qualified lead review.

Which plant needs attention?

At the entrance to Maple House, customer Nina asks worker Tomas to tidy the tall one. Two plants stand nearby: rosemary beside the left flower bed and a specimen magnolia. Nina means the rosemary, not the magnolia. She wants a neater appearance but has not specified a suitable pruning method or extent. A qualified lead must assess whether and how any pruning fits the job. Identifying the plant does not authorize the worker to cut it.

People: Nina, Customer; Tomas, Grounds worker.

Read the record

Choose one answer per question using the facts above.

1. Which plant does Nina mean?

- A. An unidentified tree at the rear
- B. The rosemary beside the left flower bed
- C. The specimen magnolia
- D. Both plants without distinction

2. What result does she request?

- A. A neater appearance
- B. A confirmed removal
- C. A diagnosed disease treatment
- D. A specified cutting depth

3. What remains necessary?

- A. Immediate cutting because the plant is identified
- B. Approval inferred from a pointing gesture
- C. A promise that any method will work
- D. Qualified lead review of whether and how pruning fits the job

[Answers and explanations, page 116](#)

B Vocabulary in use

CORE TERMS

plant identification

Establishing which plant a person is referring to.
confirm plant identification

specimen plant

Individual plant grown as a distinct feature.
identify the specimen plant

flower bed

Defined area containing ornamental plants.
locate the left flower bed

appearance goal

Visual result the customer wants.
clarify the appearance goal

pruning

Selective removal of plant parts for a defined purpose.
refer a pruning request

growth habit

Characteristic way a plant grows.
assess the growth habit

rosemary

Named plant in the customer's request.
identify the rosemary

magnolia

Named plant excluded from this particular request.
distinguish the magnolia

entrance planting

Plants positioned near the property entrance.
describe the entrance planting

tidy up

Informal request to make something look neater.
clarify what tidy up means

plant form

Overall shape and structure of a plant.
describe the plant form

canopy

Above-ground spread of a woody plant's branches and foliage.
describe the canopy

Say it in context

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

plant identification PLANT IDENTIFICATION

confirm plant identification

Keep the meaning precise: Establishing which plant a person is referring to.

entrance planting ENTRANCE PLANTING

describe the entrance planting

Keep the meaning precise: Plants positioned near the property entrance.

B Precision and professional shorthand

EXTEND YOUR RANGE

foliage

Leaves collectively.
refer to the foliage

stem

Supporting axis bearing a plant's leaves or growth.
identify the stem

qualified assessment

Review by someone with the relevant competence.
request a qualified assessment

proposed method

Suggested way to carry out a task.
review the proposed method

cultivar

Named cultivated selection within a plant group, such as lavender Hidcote.
confirm the cultivar name

botanical name

Scientific plant name identifying genus and species, with cultivar where relevant.
read the full botanical name

branch

Woody growth extending from a stem or trunk.
identify the branch

plant health

Condition of the living plant.
assess plant health

pruning extent

Amount and reach of proposed pruning.
clarify the pruning extent

reference point

Fixed feature used to clarify a location.
use a reference point

customer preference

Result favored by the customer.
record the customer preference

cutting authorization

Permission to perform specified cutting work.
confirm cutting authorization

Say it in context

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

canopy **CANOPY**

describe the canopy

Keep the meaning precise: Above-ground spread of a woody plant's branches and foliage.

qualified assessment **QUALIFIED ASSESSMENT**

request a qualified assessment

Keep the meaning precise: Review by someone with the relevant competence.

Phrases that move the work forward

Clarify the reference

Which plant do you mean by the tall one?

Use the location

Is it the rosemary beside the left flower bed?

Clarify the result

What would you like to look neater?

Avoid an invented diagnosis

I have not assessed the plant's health.

Refer the method

The qualified lead needs to assess how to approach it.

Check the job fit

The lead also needs to check whether it fits this job.

Read back the request

Rosemary beside the left flower bed, with a neater appearance requested.

Explain the next step

I will pass the specific request to the lead.

Offer the two candidates

Do you mean the rosemary or the specimen magnolia?

Confirm the exclusion

You are not asking us to work on the magnolia.

Preserve the wording

I will record a neater appearance as your goal.

Separate identification and permission

We have identified the plant, but pruning is not yet authorized.

Refer the extent

The amount of pruning is still to be assessed.

Avoid promising removal

I am not recording a removal request.

Keep the other plant separate

The magnolia is outside this request.

Close without approval

No cutting decision has been made in this conversation.

Precision in real exchanges

Purpose: Confirm the exclusion

Useful wording: You are not asking us to work on the magnolia.

Purpose: Clarify the result

Useful wording: What would you like to look neater?

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 clarification resolves the ambiguity?

- A.** Do you mean the rosemary beside the left flower bed, not the magnolia?
- B.** Do you mean both entrance plants need the same work?
- C.** Do you want the magnolia beside the left bed tidied?
- D.** Do you mean the rosemary should be removed?

2. Which record preserves Nina's request?

- A.** Both plants diagnosed as unhealthy.
- B.** Immediate heavy pruning authorized.
- C.** Rosemary beside the left flower bed; neater appearance requested; lead review needed.
- D.** Magnolia removal approved.

3. A colleague needs the term for this meaning: Named plant excluded from this particular request. Which term fits?

- A.** pruning
- B.** stem
- C.** cultivar
- D.** magnolia

D Choose the response that fits / continued

4. Rebuild the exchange from "Which plant needs attention?". Nina: "I don't know the gardening term for what I want. Neater is probably the best way I can describe it." Tomas: [missing response] Nina: "That's fine. I don't want someone to take off a large amount just because I said tidy it up." Which response belongs in the gap?

- A.** I can record that appearance goal without choosing a cutting method. The lead needs to assess what is suitable for this plant and this job.
- B.** I'll refer it for a qualified assessment, with the plant and your appearance goal clear. No pruning has been agreed or reported complete.
- C.** I'll use the left bed as the reference point and name the rosemary in the note. That should keep the two plants separate.
- D.** Rosemary beside the left-hand bed at the entrance; neater appearance requested; magnolia excluded. The qualified lead reviews suitability and whether it belongs to this job.

[Answers and explanations, page 116](#)

One useful distinction

The rosemary is identified, while the magnolia is excluded from this request. Nina wants a neater appearance. Neither that preference nor the clearer plant reference determines a suitable pruning method, pruning extent, or permission to start cutting.

E Conversation

Which plant needs attention?

Which plant needs attention?

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

WORD AND PHRASE BANK

plant identification / Scope fit / qualified assessment / pruning extent / reference point /
Cutting authorization / left-hand bed / customer preference / proposed method /
appearance goal

- 01 **Nina:** Could you tidy the tall one by the entrance? I mean the one beside that bed; it looks a bit untidy.
- 02 **Tomas:** For ¹ _____, do you mean the rosemary beside the left flower bed, or the specimen magnolia? Both are near the entrance.
- 03 **Nina:** The rosemary, please. Not the magnolia. I can see why the tall one wasn't a very useful description with both here.
- 04 **Tomas:** I'll use the left bed as the ² _____ and name the rosemary in the note. That should keep the two plants separate.
- 05 **Nina:** I don't know the gardening term for what I want. Neater is probably the best way I can describe it.
- 06 **Tomas:** I can record that ³ _____ without choosing a cutting method. The lead needs to assess what is suitable for this plant and this job.
- 07 **Nina:** That's fine. I don't want someone to take off a large amount just because I said tidy it up.
- 08 **Tomas:** The ⁴ _____ hasn't been decided. We've identified the plant, but not how much, if anything, should be removed.
- 09 **Nina:** And please don't put removal in the note. I want to keep the rosemary; I'm asking about how it looks.
- 10 **Tomas:** I'll preserve that ⁵ _____. Neater appearance, not removal, and no request to work on the magnolia.

Conversation continues on the next page.

Which plant needs attention?

CONVERSATION / CONTINUED

- 11 **Nina:** Does the lead also need to check whether this is part of our booking? I wasn't sure if I could add it while you're here.
- 12 **Tomas:** Yes, ⁶ _____ still needs review. An appearance request doesn't automatically add pruning to the work order.
- 13 **Nina:** Could the lead explain what they're proposing before anything is cut? I'd like to know what the result would mean.
- 14 **Tomas:** The ⁷ _____ needs that assessment first. I'm not recommending a technique or promising a particular result from this conversation.
- 15 **Nina:** Please read the location back for me. The entrance has several plants, and I don't want the wrong one included.
- 16 **Tomas:** Rosemary beside the ⁸ _____ at the entrance; neater appearance requested; magnolia excluded. The qualified lead reviews suitability and whether it belongs to this job.
- 17 **Nina:** Yes, that's the one. I'm agreeing that you've understood my request, not agreeing to an amount of cutting today.
- 18 **Tomas:** ⁹ _____ isn't established by that clarification. I'll keep the request separate from any later decision to proceed.
- 19 **Nina:** Thank you. Send that to the lead, please. I'll wait to hear the assessment rather than choose a pruning amount myself.
- 20 **Tomas:** I'll refer it for a ¹⁰ _____, with the plant and your appearance goal clear. No pruning has been agreed or reported complete.

CHECK THE GAPS

1. plant identification / 2. reference point / 3. appearance goal / 4. pruning extent / 5. customer preference / 6. Scope fit / 7. proposed method / 8. left-hand bed / 9. Cutting authorization / 10. qualified assessment

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

F Check accuracy and scope

Which plant needs attention?

Return to the case

At the entrance to Maple House, customer Nina asks worker Tomas to tidy the tall one. Two plants stand nearby: rosemary beside the left flower bed and a specimen magnolia. Nina means the rosemary, not the magnolia. She wants a neater appearance but has not specified a suitable pruning method or extent. A qualified lead must assess whether and how any pruning fits the job. Identifying the plant does not authorize the worker to cut it.

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

1. Which statement goes beyond the facts?

- A. The pruning method remains to be assessed.
- B. The rosemary definitely needs a specific amount cut off today.
- C. The customer means the rosemary.
- D. The magnolia is excluded.

2. What can Tomas confirm now?

- A. The plant's health diagnosis
- B. That pruning is included and approved
- C. The plant and the requested visual goal
- D. The best pruning method

[Answers and explanations, page 118](#)

Listen for the distinction

Repeat neater appearance without replacing it with a pruning amount or removal.

A description is not a technical instruction

Customers often describe the visual result they want rather than a horticultural method. Repeat the plant and location, clarify the appearance goal, and pass the request to the qualified lead without turning casual words into an agreed cutting instruction.

F Say it / transfer to a new case

Read back the plant request

Complete this exchange using the clarified plant, the excluded plant, the appearance goal, and the unresolved review. Do not add a pruning amount or approval.

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

assess / neater / rosemary / magnolia

- 01 **Worker:** You mean the ¹ _____ beside the left flower bed.
- 02 **Customer:** The ² _____ is not part of my request.
- 03 **Worker:** Your goal is a ³ _____ appearance.
- 04 **Customer:** The qualified lead still needs to ⁴ _____ it.

CHECK THE GAPS

1. rosemary / 2. magnolia / 3. neater / 4. assess

[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 "Which plant needs attention?". Nina: "Could the lead explain what they're proposing before anything is cut? I'd like to know what the result would mean." Tomas: [missing response] Nina: "Please read the location back for me. The entrance has several plants, and I don't want the wrong one included." Which response belongs in the gap?

- A. Cutting authorization isn't established by that clarification. I'll keep the request separate from any later decision to proceed.
- B. For plant identification, do you mean the rosemary beside the left flower bed, or the specimen magnolia? Both are near the entrance.
- C. The proposed method needs that assessment first. I'm not recommending a technique or promising a particular result from this conversation.
- D. The pruning extent hasn't been decided. We've identified the plant, but not how much, if anything, should be removed.

[Answers and explanations, page 120](#)

A Read the situation

LESSON 04 / EXPLAINING A WEATHER-RELATED CHANGE

Explain a work pause, preserve the customer deadline, and distinguish a requested update from a confirmed return visit.

A suggested day is not a booking

At Cedar Court, lead Imani has paused planned outdoor work because of site conditions after rain. Customer Joel has an event on Friday. The office has suggested Thursday as a possible return day, but crew availability is unconfirmed. Imani can relay the event and request a scheduling update by Wednesday noon. Neither the Thursday visit nor completion before the event is promised. The customer needs an accurate status and a clear next communication point.

People: Joel, Customer; Imani, Grounds lead.

Read the record

Choose one answer per question using the facts above.

1. Why is the work paused?

- A. A confirmed cancellation of all future service
- B. A completed job
- C. A customer refusal to pay
- D. Site conditions after rain

2. What is the status of Thursday?

- A. A date the customer has rejected
- B. Suggested, with crew availability unconfirmed
- C. A confirmed return visit
- D. A guaranteed completion date

3. What communication can Imani request?

- A. Automatic work resumption now
- B. A confirmed Thursday appointment
- C. A scheduling update by Wednesday noon
- D. Guaranteed completion before Friday

[Answers and explanations, page 121](#)

B Vocabulary in use

CORE TERMS

weather pause

Temporary stop associated with weather-related conditions.

explain a weather pause

rainfall

Rain received at a location.

refer to recent rainfall

waterlogged

Saturated with water beyond normal drainage.

describe a waterlogged area

resumption

Starting work again after a pause.

confirm authorization for resumption

crew availability

Whether the required workers are available.

confirm crew availability

return visit

Later attendance to continue or review work.

discuss a return visit

site conditions

Physical circumstances at the work location.

assess site conditions

ground condition

State of the surface or soil at the site.

review the ground condition

planned work

Tasks intended for the scheduled visit.

identify the planned work

tentative date

Proposed day that is not yet confirmed.

state a tentative date

scheduling update

New information about arrangements for work.

request a scheduling update

event deadline

Time constraint created by a planned event.

relay the event deadline

Say it in context

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

weather pause WEATHER PAUSE

explain a weather pause

Keep the meaning precise: Temporary stop associated with weather-related conditions.

planned work PLANNED WORK

identify the planned work

Keep the meaning precise: Tasks intended for the scheduled visit.

B Precision and professional shorthand

EXTEND YOUR RANGE

completion date

Day on which work is expected or agreed to finish.

avoid an unsupported completion date

provisional suggestion

Idea offered before arrangements are confirmed.

label a provisional suggestion

office coordinator

Person arranging visits and communication.

contact the office coordinator

update target

Requested time for the next communication.

specify the update target

revised schedule

Changed arrangement for when work occurs.

confirm a revised schedule

deadline pressure

Urgency arising from a time limit.

acknowledge deadline pressure

weather dependency

Reliance on suitable weather-related circumstances.

explain a weather dependency

customer constraint

Limitation affecting what the customer needs.

record a customer constraint

confirmation status

Whether an arrangement is agreed or remains open.

state the confirmation status

service interruption

Break in planned service delivery.

explain a service interruption

outstanding check

Matter still requiring verification.

name the outstanding check

work status

Current stage of the assigned work.

report the work status

Say it in context

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

event deadline EVENT DEADLINE

relay the event deadline

Keep the meaning precise: Time constraint created by a planned event.

office coordinator OFFICE COORDINATOR

contact the office coordinator

Keep the meaning precise: Person arranging visits and communication.

Phrases that move the work forward

State the pause

The planned outdoor work is paused because of the site conditions after rain.

State the suggestion

The office has suggested Thursday.

Correct an assumption

Thursday is a possibility, not a booked return visit.

Relay the constraint

I will pass the Friday event detail to the office.

Distinguish the two times

Wednesday noon concerns the update, not the work itself.

Keep the pause intact

The suggestion does not authorize work to resume now.

Avoid inventing a cause

I am reporting the site conditions, not diagnosing a drainage fault.

Preserve customer planning

Please do not treat Thursday as a confirmed arrangement yet.

Acknowledge the impact

I understand the Friday event makes the timing important.

Preserve uncertainty

Crew availability has not been confirmed.

Separate the deadline

Friday is your event date, not a completion promise from us.

Request the update

I will request a scheduling update by Wednesday noon.

Avoid a guarantee

I cannot guarantee completion before the event.

Name the unresolved check

Availability still needs to be checked.

Repeat the current status

Work is paused and no return date is confirmed.

Close with the handoff

I will relay your event deadline and the requested update time.

Precision in real exchanges

Purpose: Preserve uncertainty

Useful wording: Crew availability has not been confirmed.

Purpose: Correct an assumption

Useful wording: Thursday is a possibility, not a booked return visit.

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 explanation preserves all three dates?

- A.** Work is guaranteed Wednesday and the event is Thursday.
- B.** Friday is the confirmed return day.
- C.** Wednesday noon is the guaranteed completion time.
- D.** Thursday is suggested; an update is requested by Wednesday noon; the event is Friday.

2. Which statement should be corrected?

- A.** Thursday is definitely booked and everything will be finished before Friday.
- B.** Crew availability remains unconfirmed.
- C.** Work has been paused.
- D.** The customer has a Friday event.

3. A colleague needs the term for this meaning: State of the surface or soil at the site. Which term fits?

- A.** crew availability
- B.** ground condition
- C.** revised schedule
- D.** provisional suggestion

D Choose the response that fits / continued

4. Rebuild the exchange from "A suggested day is not a booking". Joel: "I'm not asking you to ignore the site conditions. I just need to know what arrangements I can rely on." Imani: [missing response] Joel: "Can we ask for an update before Wednesday lunchtime? Friday morning would be too late for my planning." Which response belongs in the gap?

- A.** That is the correct summary of the service interruption. I will relay it without adding a booking or a promise that everything will be finished before your event.
- B.** I will relay that customer constraint clearly. Friday is your event date; it is not a completion commitment that we have made, and I should keep those separate.
- C.** I will pass both details to the office coordinator. Requesting the update does not mean the office has already accepted the deadline, so I will describe it accurately.
- D.** Yes. I will include your event deadline and the requested Wednesday-noon update together. The message will say the timing matters for your event, without guaranteeing a result.

[Answers and explanations, page 121](#)

One useful distinction

Thursday is a suggested return day, not a confirmed booking. Wednesday noon is the requested scheduling-update time, not a work-completion deadline. Friday is the customer event. Keep these three time references separate when summarizing the conversation.

E Conversation

A suggested day is not a booking

A suggested day is not a booking

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

WORD AND PHRASE BANK

scheduling update / outstanding check / resumption / customer constraint /
service interruption / event deadline / tentative date / office coordinator /
confirmation status / work status

- 01 **Joel:** I heard Thursday mentioned. We've got an event on Friday; can I tell the organizer the work will be finished?
- 02 **Imani:** Not yet. The current ¹ _____ is paused because of the site conditions after rain. I understand why you need a reliable answer before your event.
- 03 **Joel:** Thursday sounded definite when I heard it. Is a crew assigned, or was it only a possible day?
- 04 **Imani:** It is a ² _____. The office suggested Thursday, but crew availability has not been confirmed. Please do not treat that suggestion as a booked visit.
- 05 **Joel:** I'm not asking you to ignore the site conditions. I just need to know what arrangements I can rely on.
- 06 **Imani:** I will relay that ³ _____ clearly. Friday is your event date; it is not a completion commitment that we have made, and I should keep those separate.
- 07 **Joel:** Can we ask for an update before Wednesday lunchtime? Friday morning would be too late for my planning.
- 08 **Imani:** I can request a ⁴ _____ by Wednesday noon. That is a request for the next communication, not a promise that the work will happen then.
- 09 **Joel:** So Wednesday noon is the update request, and Thursday is still only the possible return day.
- 10 **Imani:** Exactly. The ⁵ _____ of Thursday remains open. The office still needs to check availability before a return arrangement can be confirmed.

Conversation continues on the next page.

A suggested day is not a booking

CONVERSATION / CONTINUED

- 11 **Joel:** Please include the Friday event in the message. That's why I need the scheduling answer.
- 12 **Imani:** Yes. I will include your ⁶ _____ and the requested Wednesday-noon update together. The message will say the timing matters for your event, without guaranteeing a result.
- 13 **Joel:** Has the pause actually been lifted, or is Thursday just a calendar suggestion at this stage?
- 14 **Imani:** The suggestion does not establish ⁷ _____. The pause remains the current status, and I will not present a calendar suggestion as permission to restart the work.
- 15 **Joel:** I'd prefer an honest unresolved update to a date that sounds certain and then falls through.
- 16 **Imani:** I will make the ⁸ _____ explicit. Crew availability is unconfirmed, and no return date or completion date has been agreed in this conversation.
- 17 **Joel:** Please request Wednesday noon and flag Friday. I won't tell the organizer Thursday is booked.
- 18 **Imani:** I will pass both details to the ⁹ _____. Requesting the update does not mean the office has already accepted the deadline, so I will describe it accurately.
- 19 **Joel:** Thanks. Work paused, Thursday suggested, update requested by Wednesday noon, event Friday. I'll keep those separate.
- 20 **Imani:** That is the correct summary of the ¹⁰ _____. I will relay it without adding a booking or a promise that everything will be finished before your event.

CHECK THE GAPS

1. work status / 2. tentative date / 3. customer constraint / 4. scheduling update / 5. confirmation status / 6. event deadline / 7. resumption / 8. outstanding check / 9. office coordinator / 10. service interruption

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

F Check accuracy and scope

A suggested day is not a booking

Return to the case

At Cedar Court, lead Imani has paused planned outdoor work because of site conditions after rain. Customer Joel has an event on Friday. The office has suggested Thursday as a possible return day, but crew availability is unconfirmed. Imani can relay the event and request a scheduling update by Wednesday noon. Neither the Thursday visit nor completion before the event is promised. The customer needs an accurate status and a clear next communication point.

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

1. What should Imani send the office?

- A. An invented resumption authorization
- B. A confirmed Thursday appointment
- C. The Friday event detail and a request for a scheduling update by Wednesday noon
- D. A report that the customer accepted completed work

2. What does unconfirmed availability mean?

- A. The work is already complete
- B. The crew arrangement still needs verification
- C. The crew is definitely free
- D. The crew is definitely unavailable

[Answers and explanations, page 124](#)

Listen for the distinction

Repeat requested and suggested with emphasis; neither means confirmed.

Give useful certainty at the right level

When a customer faces a deadline, a possible day can easily sound like a promise. State the known pause, the suggested day, the unresolved availability, and the requested update separately. Acknowledge the event without guaranteeing work that is not scheduled.

F Say it / transfer to a new case

Separate three time references

Complete the customer update. Keep the pause, the suggested Thursday visit, the requested Wednesday-noon update, and the Friday event in their correct roles.

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

noon / suggested / Friday / paused

- 01 **Lead:** The work remains ¹ _____ because of the site conditions.
- 02 **Customer:** Thursday is ² _____, not confirmed.
- 03 **Lead:** I will request an update by Wednesday ³ _____.
- 04 **Customer:** My event is on ⁴ _____.

CHECK THE GAPS

1. paused / 2. suggested / 3. noon / 4. Friday

[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 "A suggested day is not a booking". Joel: "Has the pause actually been lifted, or is Thursday just a calendar suggestion at this stage?" Imani: [missing response] Joel: "I'd prefer an honest unresolved update to a date that sounds certain and then falls through." Which response belongs in the gap?

- A.** The suggestion does not establish resumption. The pause remains the current status, and I will not present a calendar suggestion as permission to restart the work.
- B.** It is a tentative date. The office suggested Thursday, but crew availability has not been confirmed. Please do not treat that suggestion as a booked visit.
- C.** Not yet. The current work status is paused because of the site conditions after rain. I understand why you need a reliable answer before your event.
- D.** I can request a scheduling update by Wednesday noon. That is a request for the next communication, not a promise that the work will happen then.

[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 appearance and plant requests" and "Explaining a weather-related change". 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: Individual plant grown as a distinct feature. Which term fits?

- A. reference point
- B. tidy up
- C. specimen plant
- D. branch

2. A colleague needs the term for this meaning: Proposed day that is not yet confirmed. Which term fits?

- A. weather pause
- B. completion date
- C. update target
- D. tentative date

3. Rebuild the exchange from "The plan stops at the fence". Rosa: "Does the fence position help? The planting continues past it, but that may not tell us much." Kai: [missing response] Rosa: "All right. I'd rather check than ask you to clear land that turns out not to be ours." Which response belongs in the gap?

- A. It creates an additional request to refer, not an approved extension. I cannot decide the ownership question or assume permission to enter beyond the fence.
- B. The fence alignment alone does not settle ownership here. A planting pattern is not enough for me to make a property-line determination either.
- C. I will keep the qualified statement accurate: you believe the strip may belong to the property, but ownership has not been confirmed.
- D. You mean the land strip beyond the fence, not the ground on this side? I want to make sure I pass on the correct area.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "A suggested day is not a booking". Joel: "Please request Wednesday noon and flag Friday. I won't tell the organizer Thursday is booked." Imani: [missing response] Joel: "Thanks. Work paused, Thursday suggested, update requested by Wednesday noon, event Friday. I'll keep those separate." Which response belongs in the gap?

- A.** Yes. I will include your event deadline and the requested Wednesday-noon update together. The message will say the timing matters for your event, without guaranteeing a result.
- B.** I will pass both details to the office coordinator. Requesting the update does not mean the office has already accepted the deadline, so I will describe it accurately.
- C.** That is the correct summary of the service interruption. I will relay it without adding a booking or a promise that everything will be finished before your event.
- D.** I will relay that customer constraint clearly. Friday is your event date; it is not a completion commitment that we have made, and I should keep those separate.

[Answers and explanations, page 148](#)

A Read the situation

LESSON 05 / REPORTING SITE OBSERVATIONS WITHOUT DIAGNOSIS

Report a visible condition with its location and time, and respond to a suspected cause without presenting it as confirmed.

Standing water beside the east bed

At 09:15, worker Leila sees standing water beside the east bed near irrigation zone 3 at Birch Court. Customer Evan asks whether a pipe is broken. The cause is unknown, and no irrigation-system check has occurred. Leila can report the observation and refer it to grounds lead Marco, who can arrange review. She must not turn the location near a zone into proof that the zone, a pipe, or another component has failed.

People: Evan, Customer; Leila, Grounds worker.

Read the record

Choose one answer per question using the facts above.

1. What did Leila observe?

- A.** A confirmed broken pipe
- B.** A completed irrigation repair
- C.** A failed controller diagnosis
- D.** Standing water beside the east bed at 09:15

2. What has not occurred?

- A.** Identification of the east bed
- B.** An irrigation-system check
- C.** A customer question
- D.** A visible water observation

3. Who can arrange review?

- A.** Grounds lead Marco
- B.** A worker who has already diagnosed the pipe
- C.** A confirmed repair crew arriving now
- D.** The customer through an already booked repair

[Answers and explanations, page 126](#)

B Vocabulary in use

CORE TERMS

standing water

Water collected on a surface rather than visibly draining away.

report standing water

irrigation

Artificial supply of water to plants or land.

discuss the irrigation system

sprinkler head

Outlet that distributes irrigation water.

identify a sprinkler head

valve

Component controlling flow through a line.

identify a valve

drainage

Movement or removal of water from an area.

describe a drainage concern

saturation

Condition of material holding a high amount of water.

describe visible saturation

pooling

Accumulation of water in a particular area.

describe observed pooling

irrigation zone

Defined area or circuit served as part of an irrigation system.

identify irrigation zone 3

irrigation line

Pipe or tubing carrying water within an irrigation system.

refer to an irrigation line

controller

Device managing system operation settings or timing.

refer to the controller

runoff

Water flowing over a surface.

report visible runoff

east bed

Planting area on the east side of the identified site.

locate the east bed

Say it in context

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

standing water STANDING WATER

report standing water

Keep the meaning precise: Water collected on a surface rather than visibly draining away.

irrigation line IRRIGATION LINE

refer to an irrigation line

Keep the meaning precise: Pipe or tubing carrying water within an irrigation system.

B Precision and professional shorthand

EXTEND YOUR RANGE

observation time

When the reported condition was seen.
include the observation time

suspected cause

Possible explanation that has not been established.
distinguish a suspected cause

system check

Examination of the relevant system.
request a system check

pipework

Pipes collectively within a system.
refer to the pipework

precipitation rate

Irrigation application depth per unit of time, commonly millimeters or inches per hour.
compare precipitation rates

diagnosis

Identification of the cause or nature of a problem.
distinguish observation from diagnosis

visible condition

State that can be directly seen.
report the visible condition

confirmed fault

Problem established through appropriate checking.
avoid claiming a confirmed fault

leak

Escape of water from a system or container.
refer a possible leak concern

inspection request

Request for examination of a condition or system.
pass an inspection request

review owner

Person responsible for arranging or carrying out a review.
name the review owner

distribution uniformity

Measure of how evenly irrigation is applied across sampled positions.
assess distribution uniformity

Say it in context

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

east bed EAST BED

locate the east bed

Keep the meaning precise: Planting area on the east side of the identified site.

system check SYSTEM CHECK

request a system check

Keep the meaning precise: Examination of the relevant system.

Phrases that move the work forward

Name the observation

I saw standing water beside the east bed.

Locate the area

It is near irrigation zone 3.

Separate possibility from finding

A broken pipe has not been confirmed.

Keep the check status clear

No irrigation-system check has taken place.

Refer the observation

I will report what I saw to Marco.

Preserve the customer question

I will include your question about a possible pipe problem.

Distinguish reporting and testing

Passing the report does not mean the system has been tested.

Read back the details

East bed, near zone 3, observed at 09:15.

Give the time

I noticed it at 09:15.

Acknowledge the concern

I understand why you are asking about a pipe.

State the limit

I do not know the cause.

Avoid a location inference

Being near zone 3 does not identify the faulty component.

Name the review route

The grounds lead can arrange a review.

Avoid a repair promise

No repair or visit time is confirmed.

Use neutral wording

Standing water observed; cause unknown.

Close with the next step

Marco can review the report and arrange the appropriate follow-up.

Precision in real exchanges

Purpose: Acknowledge the concern

Useful wording: I understand why you are asking about a pipe.

Purpose: Separate possibility from finding

Useful wording: A broken pipe has not been confirmed.

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 supported?

- A.** Marco has completed a repair.
- B.** Standing water beside the east bed near zone 3 at 09:15; cause unknown.
- C.** Zone 3 has a confirmed broken pipe.
- D.** The controller failed at 09:15.

2. How should Leila answer the pipe question?

- A.** The repair is already booked.
- B.** I cannot confirm that; no system check has occurred.
- C.** Yes, because the patch is beside the irrigation zone.
- D.** No, because recent rain already explains the water.

3. A colleague needs the term for this meaning: Defined area or circuit served as part of an irrigation system. Which term fits?

- A.** irrigation zone
- B.** precipitation rate
- C.** drainage
- D.** suspected cause

D Choose the response that fits / continued

4. Rebuild the exchange from "Standing water beside the east bed". Evan: "Has anyone checked the system? I don't want to tell the office it's a pipe problem if they've already found something else." Leila: [missing response] Evan: "Please include the time you saw it. The patch may look different by the time someone comes to review it." Which response belongs in the gap?

- A.** Marco, the grounds lead, is the review owner for this referral. He can arrange the appropriate review of what you've raised.
- B.** No system check has happened yet. I'll include that in the report so it isn't mistaken for an inspection result.
- C.** I noticed the standing water at nine fifteen. I can report exactly where it is, but I haven't established what caused it.
- D.** Yes. I won't record a confirmed fault. I'll retain cause unknown and no system check, alongside what I actually saw.

[Answers and explanations, page 126](#)

One useful distinction

Standing water is an observation. A broken pipe is a possible explanation raised by Evan, not a finding. Near zone 3 identifies the location; it does not prove that zone 3 or any particular irrigation component is faulty.

E Conversation

Standing water beside the east bed

Standing water beside the east bed

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

WORD AND PHRASE BANK

standing water / suspected cause / site location / system check / observation time /
irrigation zone / review owner / visible condition / inspection request / confirmed fault

- 01 **Evan:** There's water beside the east bed. Could a pipe be broken? I'm worried it might be more than a wet patch.
- 02 **Leila:** I noticed the ¹ _____ at nine fifteen. I can report exactly where it is, but I haven't established what caused it.
- 03 **Evan:** Is that near zone 3 on the irrigation plan? I remember seeing that number beside this part of the garden.
- 04 **Leila:** Yes, near ² _____ 3. That gives us a location reference; it doesn't prove that the zone or a particular component caused the water.
- 05 **Evan:** Has anyone checked the system? I don't want to tell the office it's a pipe problem if they've already found something else.
- 06 **Leila:** No ³ _____ has happened yet. I'll include that in the report so it isn't mistaken for an inspection result.
- 07 **Evan:** Please include the time you saw it. The patch may look different by the time someone comes to review it.
- 08 **Leila:** I'll record the ⁴ _____ as zero nine fifteen, with the east bed and nearby zone number. It isn't a confirmed fault-start time.
- 09 **Evan:** I'm asking about a pipe, not saying I know one's broken. That was just the first explanation that occurred to me.
- 10 **Leila:** I'll keep it as a ⁵ _____ raised in your question. The observation itself is standing water, with the cause still unknown.

Conversation continues on the next page.

Standing water beside the east bed

CONVERSATION / CONTINUED

- 11 **Evan:** Who should get the report? I'd like someone to take the next step rather than have it passed around without an owner.
- 12 **Leila:** Marco, the grounds lead, is the ⁶ _____ for this referral. He can arrange the appropriate review of what you've raised.
- 13 **Evan:** So we're asking for it to be checked. That doesn't mean there's already a repair crew booked to come here?
- 14 **Leila:** Correct. We're reporting a ⁷ _____ and requesting review. No repair or attendance time has been confirmed.
- 15 **Evan:** Could the note actually say cause unknown? I don't want a message about a possible leak shortened to leak confirmed.
- 16 **Leila:** Yes. I won't record a ⁸ _____. I'll retain cause unknown and no system check, alongside what I actually saw.
- 17 **Evan:** Read the location back once, please. There are several beds, and I want the lead sent the right information.
- 18 **Leila:** The ⁹ _____ is beside the east bed, near zone 3, observed at zero nine fifteen. Your question concerns a possible pipe problem.
- 19 **Evan:** That's right. Please pass it to Marco with the time and the fact that nothing has been checked yet.
- 20 **Leila:** I'll send that ¹⁰ _____. Marco can arrange review, and any later finding must come from the actual check, not our guess about the cause.

CHECK THE GAPS

1. standing water / 2. irrigation zone / 3. system check / 4. observation time / 5. suspected cause / 6. review owner / 7. visible condition / 8. confirmed fault / 9. site location / 10. inspection request

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

F Check accuracy and scope

Standing water beside the east bed

Return to the case

At 09:15, worker Leila sees standing water beside the east bed near irrigation zone 3 at Birch Court. Customer Evan asks whether a pipe is broken. The cause is unknown, and no irrigation-system check has occurred. Leila can report the observation and refer it to grounds lead Marco, who can arrange review. She must not turn the location near a zone into proof that the zone, a pipe, or another component has failed.

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

1. Which detail must not be silently changed?

- A. Near zone 3 must not become a confirmed fault in zone 3.
- B. The east bed remains the location.
- C. The observation time remains 09:15.
- D. Marco remains the grounds lead.

2. Which next step is accurate?

- A. Announce that the system passed inspection.
- B. Promise a same-day repair.
- C. Tell the customer the pipe has been replaced.
- D. Refer the observation to Marco, who can arrange review.

[Answers and explanations, page 129](#)

Listen for the distinction

Repeat the possible-pipe question as a question, not a confirmed diagnosis.

Answer the concern without adopting the diagnosis

A customer may offer a possible explanation in the form of a question. Acknowledge the concern, then separate what you saw from what has not been checked. Specific location and time details make the referral useful without requiring a guessed technical answer.

F Say it / transfer to a new case

Pass on an observation accurately

Complete the report to Marco. Keep the visible condition, time, location, and unknown cause distinct. Do not turn the customer question into a diagnosis.

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

water / 3 / 09:15 / unknown

- 01 **Worker:** I observed standing ¹ _____ beside the east bed.
- 02 **Worker:** The observation time was ² _____.
- 03 **Worker:** The area is near zone ³ _____.
- 04 **Worker:** The cause is ⁴ _____; no system check has occurred.

CHECK THE GAPS

1. water / 2. 09:15 / 3. 3 / 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 "Standing water beside the east bed". Evan: "So we're asking for it to be checked. That doesn't mean there's already a repair crew booked to come here?" Leila: [missing response] Evan: "Could the note actually say cause unknown? I don't want a message about a possible leak shortened to leak confirmed." Which response belongs in the gap?

- A.** Yes. I won't record a confirmed fault. I'll retain cause unknown and no system check, alongside what I actually saw.
- B.** Marco, the grounds lead, is the review owner for this referral. He can arrange the appropriate review of what you've raised.
- C.** No system check has happened yet. I'll include that in the report so it isn't mistaken for an inspection result.
- D.** Correct. We're reporting a visible condition and requesting review. No repair or attendance time has been confirmed.

[Answers and explanations, page 130](#)

A Read the situation

LESSON 06 / CHECKING MATERIALS AND REQUESTED QUANTITIES

Compare a delivery with the requested quantity and approved sample, then refer both discrepancies without approving substitution.

Six bags and the wrong label

At Cedar Lane, a front-bed job lists eight bags of dark mulch. Customer Mira approved a dark sample. Worker Dev counts six delivered bags, whose label says natural brown. The delivered material has not been approved as a substitute. Dev cannot promise that six bags will cover the beds or that the labeled color matches the sample. The office will query the supplier about both the two-bag shortage and the apparent color discrepancy.

People: Mira, Customer; Dev, Grounds worker.

Read the record

Choose one answer per question using the facts above.

1. What quantity is listed and what arrived?

- A. Six listed; eight delivered; two extra
- B. Eight listed and eight delivered
- C. Two listed and six delivered
- D. Eight bags listed; six delivered; two short

2. Which description raises a second question?

- A. A confirmed identical color
- B. No label and no sample
- C. A customer-approved replacement already recorded
- D. Natural brown on the delivered label versus the approved dark sample

3. What is the next step?

- A. Automatic acceptance of a substitute
- B. A guarantee that six bags cover the beds
- C. A claim that the customer changed the order
- D. Office query to the supplier about both discrepancies

[Answers and explanations, page 131](#)

B Vocabulary in use

CORE TERMS

mulch

Material placed over a soil surface for a specified landscape purpose.

confirm the mulch specification

requested quantity

Amount stated in the job or order.

compare the requested quantity

shortfall

Amount by which the delivered total is below the required total.

report a two-bag shortfall

approved sample

Example accepted as a reference for the requested product.

compare the approved sample

natural brown

Color description on the delivered bags in this case.

record the natural-brown label

product label

Information attached to or printed on the material packaging.

read the product label

bag count

Number of bags counted in a delivery.

verify the bag count

delivered quantity

Amount actually received.

record the delivered quantity

material specification

Stated requirements for a material.

check the material specification

color description

Words identifying the intended or labeled color.

check the color description

dark mulch

Requested mulch description in the job.

confirm the dark-mulch request

supplier query

Question sent to the business providing the material.

raise a supplier query

Say it in context

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

mulch **MULCH**

confirm the mulch specification

Keep the meaning precise: Material placed over a soil surface for a specified landscape purpose.

material specification **MATERIAL SPECIFICATION**

check the material specification

Keep the meaning precise: Stated requirements for a material.

B Precision and professional shorthand

EXTEND YOUR RANGE

quantity discrepancy

Difference between expected and actual amounts.

report a quantity discrepancy

substitute material

Product proposed instead of the specified material.

seek approval for substitute material

coverage

Area that a quantity of material can cover under relevant conditions.

avoid an unsupported coverage promise

delivery record

Document or entry describing a delivery.

check the delivery record

replacement request

Request for an appropriate replacement product.

discuss a replacement request

acceptance

Agreement that delivered material meets the relevant requirement.

distinguish receipt from acceptance

description discrepancy

Difference between the requested and delivered descriptions.

report a description discrepancy

substitution approval

Agreement to use an alternative product.

confirm substitution approval

material takeoff

Calculation of required material quantities from dimensions and specifications.

check the material takeoff

order reference

Identifier connecting a query to the relevant order.

include the order reference

net area

Area requiring material after stated exclusions have been subtracted.

calculate the net area

material match

Agreement between a supplied material and its specified reference.

verify the material match

Say it in context

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

supplier query **SUPPLIER QUERY**

raise a supplier query

Keep the meaning precise: Question sent to the business providing the material.

coverage **COVERAGE**

avoid an unsupported coverage promise

Keep the meaning precise: Area that a quantity of material can cover under relevant conditions.

Phrases that move the work forward

State the order quantity

The job lists eight bags.

Calculate the difference

That leaves a two-bag shortfall.

Read the delivered description

The delivered label says natural brown.

Keep the issues separate

We have a quantity question and a material-description question.

Avoid a coverage claim

I cannot promise that six bags will cover the beds.

Refer both discrepancies

The office will query the supplier about both points.

Avoid assigning blame

The cause of the discrepancy has not been established.

Read back the comparison

Eight requested, six delivered, and natural brown on the label.

State the delivery count

I have counted six delivered bags.

Name the requested material

The specified material is dark mulch.

Use the sample reference

Your approved sample was dark.

Avoid a match claim

I cannot confirm that this matches the approved sample.

Preserve approval status

No substitution has been approved.

Avoid changing the order

I am not recording six bags as the requested quantity.

Keep timing open

No replacement delivery time is confirmed.

Close with the review route

The supplier query needs to resolve quantity and material before acceptance is assumed.

Precision in real exchanges

Purpose: Name the requested material

Useful wording: The specified material is dark mulch.

Purpose: Read the delivered description

Useful wording: The delivered label says natural brown.

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 calculation is correct?

- A.** Two short means only two were ordered.
- B.** Eight requested minus six delivered equals two bags short.
- C.** Six minus eight means two bags extra.
- D.** Eight requested means eight delivered.

2. Which statement preserves the color issue?

- A.** The customer approved any available color.
- B.** The label has already been corrected.
- C.** The label says natural brown, while the approved sample was dark.
- D.** Natural brown is confirmed identical to the approved sample.

3. A colleague needs the term for this meaning: Amount actually received. Which term fits?

- A.** substitute material
- B.** delivered quantity
- C.** replacement request
- D.** natural brown

D Choose the response that fits / continued

4. Rebuild the exchange from "Six bags and the wrong label". Mira: "If the color is acceptable, could six bags cover the beds? Or are we short of what the job needs?" Dev: [missing response] Mira: "Please keep eight as the ordered quantity. Six is what arrived, not what I asked for." Which response belongs in the gap?

- A.** I have checked the bag count and found six. The job lists eight bags, so the delivery is two bags short before we address the description.
- B.** I cannot promise coverage from the count alone. We need to keep the missing quantity separate from the question of whether this material matches what you approved.
- C.** I will refer to the approved sample as well as the job description. I am not confirming a match between that sample and the delivered bags.
- D.** The office will raise a supplier query about both points. The query will include the two-bag shortage and the difference between the label and your approved reference.

[Answers and explanations, page 131](#)

One useful distinction

Eight requested minus six delivered leaves two bags short. Separately, natural brown appears on the delivered label while the job and approved sample specify dark mulch. The quantity calculation does not resolve whether the delivered material matches or is acceptable.

E Conversation

Six bags and the wrong label

Six bags and the wrong label

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

WORD AND PHRASE BANK

coverage / acceptance / requested quantity / replacement request / quantity discrepancy / Substitution approval / approved sample / product label / supplier query / bag count

- 01 **Mira:** We expected eight bags of dark mulch. I'm counting fewer, and these labels say natural brown. Can you check?
- 02 **Dev:** I have checked the ¹ _____ and found six. The job lists eight bags, so the delivery is two bags short before we address the description.
- 03 **Mira:** My approved sample was dark. Does natural brown mean someone changed the specification, or don't we know yet?
- 04 **Dev:** I cannot say that. The ² _____ says natural brown, and the requested material is dark mulch. No approved change has been established.
- 05 **Mira:** If the color is acceptable, could six bags cover the beds? Or are we short of what the job needs?
- 06 **Dev:** I cannot promise ³ _____ from the count alone. We need to keep the missing quantity separate from the question of whether this material matches what you approved.
- 07 **Mira:** Please keep eight as the ordered quantity. Six is what arrived, not what I asked for.
- 08 **Dev:** I will preserve the ⁴ _____ as eight. The record will show six delivered and two short, not a revised order for six bags.
- 09 **Mira:** Could you include the actual sample in the query? The color word alone isn't the reference I approved.
- 10 **Dev:** I will refer to the ⁵ _____ as well as the job description. I am not confirming a match between that sample and the delivered bags.

Conversation continues on the next page.

Six bags and the wrong label

CONVERSATION / CONTINUED

- 11 **Mira:** What happens next? I don't want the crew using it on the assumption that it's close enough.
- 12 **Dev:** The office will raise a ⁶ _____ about both points. The query will include the two-bag shortage and the difference between the label and your approved reference.
- 13 **Mira:** Are we ordering a replacement now, or just asking the supplier to explain the delivery?
- 14 **Dev:** No ⁷ _____ has been confirmed as an order. I also do not have a replacement delivery time to give you now.
- 15 **Mira:** All right. I'm asking about options, not accepting a smaller quantity or a different material.
- 16 **Dev:** I will. ⁸ _____ is still absent. Your question about making do will not be recorded as acceptance of a different material or a smaller quantity.
- 17 **Mira:** Can you summarize both issues? I don't want the missing two bags to hide the color question.
- 18 **Dev:** The ⁹ _____ is eight requested against six delivered. Separately, the delivered label says natural brown while your approved sample and the job request are dark.
- 19 **Mira:** Please send both points. We still don't know whether the material matches or whether six bags could cover the beds.
- 20 **Dev:** I will keep ¹⁰ _____ open while the office queries the supplier. The count, the material description, and any proposed resolution will remain separate in the message.

CHECK THE GAPS

1. bag count / 2. product label / 3. coverage / 4. requested quantity / 5. approved sample / 6. supplier query / 7. replacement request / 8. Substitution approval / 9. quantity discrepancy / 10. acceptance

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

F Check accuracy and scope

Six bags and the wrong label

Return to the case

At Cedar Lane, a front-bed job lists eight bags of dark mulch. Customer Mira approved a dark sample. Worker Dev counts six delivered bags, whose label says natural brown. The delivered material has not been approved as a substitute. Dev cannot promise that six bags will cover the beds or that the labeled color matches the sample. The office will query the supplier about both the two-bag shortage and the apparent color discrepancy.

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

1. How should Dev answer whether six bags are enough?

- A. I cannot promise coverage from the information we have.
- B. Six is enough if each bag is spread more thinly.
- C. Six should cover it because the label color is similar.
- D. Six covers three quarters of the area regardless of bag volume.

2. What belongs in the supplier query?

- A. Only a request to approve the delivery automatically
- B. An invented replacement arrival time
- C. A claim that the customer changed the sample
- D. Both the two-bag shortage and the material-description discrepancy

[Answers and explanations, page 134](#)

Listen for the distinction

Compare natural brown on the label with the approved dark sample.

Separate two discrepancies instead of averaging them away

A delivery can have more than one mismatch. State the count and the description separately, and keep each compared with its correct reference. A customer question about making do does not establish coverage, color acceptance, or authority to substitute the material.

F Say it / transfer to a new case

Report two delivery discrepancies

Complete the office handoff. Include the original quantity, the delivered count, the resulting shortage, and the unapproved material description.

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

eight / two / brown / six

- 01 **Worker:** The job requires ¹ _____ bags of dark mulch.
- 02 **Worker:** We received ² _____ bags.
- 03 **Worker:** We are ³ _____ bags short.
- 04 **Worker:** The label says natural ⁴ _____; substitution is not approved.

CHECK THE GAPS

1. eight / 2. six / 3. two / 4. brown

[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 "Six bags and the wrong label". Mira: "Are we ordering a replacement now, or just asking the supplier to explain the delivery?" Dev: [missing response] Mira: "All right. I'm asking about options, not accepting a smaller quantity or a different material." Which response belongs in the gap?

- A.** No replacement request has been confirmed as an order. I also do not have a replacement delivery time to give you now.
- B.** I cannot say that. The product label says natural brown, and the requested material is dark mulch. No approved change has been established.
- C.** I have checked the bag count and found six. The job lists eight bags, so the delivery is two bags short before we address the description.
- D.** I will preserve the requested quantity as eight. The record will show six delivered and two short, not a revised order for six bags.

[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 "Reporting site observations without diagnosis" and "Checking materials and requested quantities". 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: Artificial supply of water to plants or land. Which term fits?

- A. irrigation
- B. inspection request
- C. controller
- D. visible condition

2. A colleague needs the term for this meaning: Words identifying the intended or labeled color. Which term fits?

- A. color description
- B. mulch
- C. delivery record
- D. quantity discrepancy

3. Rebuild the exchange from "A suggested day is not a booking". Joel: "So Wednesday noon is the update request, and Thursday is still only the possible return day." Imani: [missing response] Joel: "Please include the Friday event in the message. That's why I need the scheduling answer." Which response belongs in the gap?

- A. Exactly. The confirmation status of Thursday remains open. The office still needs to check availability before a return arrangement can be confirmed.
- B. It is a tentative date. The office suggested Thursday, but crew availability has not been confirmed. Please do not treat that suggestion as a booked visit.
- C. I will make the outstanding check explicit. Crew availability is unconfirmed, and no return date or completion date has been agreed in this conversation.
- D. Not yet. The current work status is paused because of the site conditions after rain. I understand why you need a reliable answer before your event.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "Six bags and the wrong label". Mira: "Can you summarize both issues? I don't want the missing two bags to hide the color question." Dev: [missing response] Mira: "Please send both points. We still don't know whether the material matches or whether six bags could cover the beds." Which response belongs in the gap?

- A.** The quantity discrepancy is eight requested against six delivered. Separately, the delivered label says natural brown while your approved sample and the job request are dark.
- B.** I have checked the bag count and found six. The job lists eight bags, so the delivery is two bags short before we address the description.
- C.** I will refer to the approved sample as well as the job description. I am not confirming a match between that sample and the delivered bags.
- D.** I will. Substitution approval is still absent. Your question about making do will not be recorded as acceptance of a different material or a smaller quantity.

[Answers and explanations, page 150](#)

A Read the situation

LESSON 07 / RESPONDING TO FINISH AND CLEANUP CONCERNS

Acknowledge a specific missed cleanup, identify the included area, and refer correction without expanding the job.

Clippings beside the front steps

After a front-lawn visit at Rowan Court, customer Hazel says the path cleanup was incomplete. Worker Amir can see clippings beside the front steps, which are within the listed cleanup area. The rear patio is excluded from the booking. The lead can organize the missed front cleanup, but no wider task or exact return time is agreed. Amir must acknowledge the visible concern without denying it, declaring it resolved, or adding the rear patio to the job.

People: Hazel, Customer; Amir, Grounds worker.

Read the record

Choose one answer per question using the facts above.

1. What can Amir see?

- A. A confirmed damaged patio
- B. A completed return visit
- C. Clippings beside the front steps
- D. A fully cleared front path

2. Which area is included?

- A. Every outdoor surface
- B. An unspecified neighboring property
- C. The front steps within the listed cleanup area
- D. The excluded rear patio

3. What can the lead organize?

- A. The missed front cleanup
- B. An automatically expanded whole-property cleanup
- C. A completed correction already recorded
- D. A guaranteed return at an invented time

[Answers and explanations, page 136](#)

B Vocabulary in use

CORE TERMS

clippings

Small pieces of plant material left after cutting.
report remaining clippings

front steps

Steps at the front entrance of the property.
locate the front steps

missed cleanup

Included clearing work left incomplete.
acknowledge missed cleanup

visible residue

Material remaining that can be seen.
describe visible residue

corrective visit

Later attendance intended to address a problem.
discuss a corrective visit

included area

Location covered by the booking.
confirm the included area

cleanup area

Location included in the agreed clearing task.
identify the cleanup area

rear patio

Paved outdoor area at the back of the property.
distinguish the rear patio

finish concern

Customer concern about the final condition of work.
record a finish concern

incomplete task

Assigned work that has not been fully carried out.
identify the incomplete task

remedial work

Work intended to correct an identified issue.
arrange remedial work

excluded area

Location outside the agreed booking.
explain the excluded area

Say it in context

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

clippings **CLIPPINGS**

report remaining clippings

Keep the meaning precise: Small pieces of plant material left after cutting.

finish concern **FINISH CONCERN**

record a finish concern

Keep the meaning precise: Customer concern about the final condition of work.

B Precision and professional shorthand

EXTEND YOUR RANGE

customer complaint

Expression of dissatisfaction with a service or result.

acknowledge a customer complaint

completion status

Whether the relevant work is finished.

correct the completion status

follow-up arrangement

Plan for the next contact or attendance.

confirm a follow-up arrangement

cleanup standard

Agreed expectation for the condition after clearing.

refer to the cleanup standard

correction request

Request to put an identified problem right.

pass a correction request

observation record

Note of a condition directly seen.

make an observation record

service recovery

Action to address a problem in delivered service.

discuss service recovery

scope boundary

Limit of the work or area agreed.

preserve the scope boundary

return time

Time of a later attendance.

avoid inventing a return time

workmanship

Quality of work performed.

discuss a workmanship concern

additional area

Location beyond the existing task area.

identify an additional area

resolution

Outcome that addresses the reported issue.

verify the resolution

Say it in context

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

excluded area **EXCLUDED AREA**

explain the excluded area

Keep the meaning precise: Location outside the agreed booking.

follow-up arrangement **FOLLOW-UP ARRANGEMENT**

confirm a follow-up arrangement

Keep the meaning precise: Plan for the next contact or attendance.

Phrases that move the work forward

Acknowledge the concern

I can see the clippings beside the front steps.

State the missed work

That part of the cleanup is incomplete.

Refer correction

The lead can organize the missed front cleanup.

Avoid a timing promise

I do not have a confirmed return time.

Preserve the scope

The correction concerns the included front area.

Avoid generalizing

I am reporting this visible area, not claiming every task was missed.

Explain the next step

I will pass the correction request to the lead.

Read back the handoff

Missed front cleanup, within scope, with follow-up still to be arranged.

Confirm the included area

Those steps are within the listed cleanup area.

Avoid a denial

I will not describe the area as fully cleared.

Keep completion accurate

The correction has not yet been completed.

Separate the rear area

The rear patio is outside this booking.

Acknowledge another request

Rear-patio cleanup would be a separate request.

Keep the record specific

Clippings remain beside the front steps.

Avoid premature closure

I will not mark the concern resolved now.

Close respectfully

Thank you for showing me the exact area.

Precision in real exchanges

Purpose: Avoid a denial

Useful wording: I will not describe the area as fully cleared.

Purpose: Refer correction

Useful wording: The lead can organize the missed front cleanup.

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 best acknowledges the evidence?

- A.** Everything was completed because the crew left.
- B.** You must be referring to the excluded patio.
- C.** There cannot be any clippings.
- D.** I can see clippings beside the front steps, within the cleanup area.

2. Which scope statement is accurate?

- A.** The lead can organize missed front cleanup; the rear patio remains excluded.
- B.** A complaint automatically includes the rear patio.
- C.** No front cleanup was ever booked.
- D.** Every outdoor area is now approved.

3. A colleague needs the term for this meaning: Paved outdoor area at the back of the property. Which term fits?

- A.** completion status
- B.** corrective visit
- C.** rear patio
- D.** correction request

D Choose the response that fits / continued

4. Rebuild the exchange from "Clippings beside the front steps". Hazel: "Can the lead arrange for that bit to be put right? I'm asking for the work we already booked." Amir: [missing response] Hazel: "While they're dealing with it, could they clear the rear patio too? It would help to have both areas done." Which response belongs in the gap?

- A.** The rear patio is outside this booking. I can pass that on as a separate request, but it's not included in the front correction.
- B.** Yes, the lead can organize the missed cleanup at the front. I'll give the exact location rather than a general message about the garden.
- C.** I'll keep the correction request specific to that area. It won't say the whole visit failed or that the rear patio was included.
- D.** Yes, it was. I can see the clippings beside the steps. You're right to point out that the included area hasn't been fully cleared.

[Answers and explanations, page 136](#)

One useful distinction

The visible clippings support Hazel regarding the missed front cleanup. They do not establish a wider problem across every area of the property. The front steps are included; the rear patio is excluded. Correcting the included task does not automatically expand the booking.

E Conversation

Clippings beside the front steps

Clippings beside the front steps

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

WORD AND PHRASE BANK

return time / observation record / rear patio / scope boundary / follow-up arrangement /
missed cleanup / Resolution / correction request / clippings / completion status

- 01 **Hazel:** The cleanup beside the front steps hasn't been finished. There are still clippings there, and that area was included, wasn't it?
- 02 **Amir:** Yes, it was. I can see the ¹ _____ beside the steps. You're right to point out that the included area hasn't been fully cleared.
- 03 **Hazel:** Thank you for looking. I was worried I'd just be told the crew had left, so everything must be complete.
- 04 **Amir:** The ² _____ needs to match what's here, not simply whether the visit has ended. I'll record this part as incomplete.
- 05 **Hazel:** Can the lead arrange for that bit to be put right? I'm asking for the work we already booked.
- 06 **Amir:** Yes, the lead can organize the ³ _____ at the front. I'll give the exact location rather than a general message about the garden.
- 07 **Hazel:** While they're dealing with it, could they clear the rear patio too? It would help to have both areas done.
- 08 **Amir:** The ⁴ _____ is outside this booking. I can pass that on as a separate request, but it's not included in the front correction.
- 09 **Hazel:** That's fair. Please don't let the patio question distract from the missed work beside the steps. That's the concern I'm reporting.
- 10 **Amir:** I'll preserve the ⁵ _____: front cleanup to be corrected, patio request separate. Asking about the patio doesn't cancel the front concern.

Conversation continues on the next page.

Clippings beside the front steps

CONVERSATION / CONTINUED

- 11 **Hazel:** Do you have a time for someone to return? I can plan around it once it's actually arranged.
- 12 **Amir:** I don't have a confirmed ⁶ _____ yet. I'll refer the correction to the lead without promising an appointment that isn't booked.
- 13 **Hazel:** Please mention that you saw the clippings yourself. That may make the note clearer than just saying I complained.
- 14 **Amir:** The ⁷ _____ will say clippings beside the front steps, inside the listed cleanup area. That's the part I've directly seen.
- 15 **Hazel:** I'm not saying nothing was done. The issue I'm showing you is this unfinished part of the path cleanup.
- 16 **Amir:** I'll keep the ⁸ _____ specific to that area. It won't say the whole visit failed or that the rear patio was included.
- 17 **Hazel:** Thanks. Please don't close the complaint just because we've spoken. I need the missed cleanup dealt with, not only acknowledged.
- 18 **Amir:** ⁹ _____ still needs to follow the actual correction. I'll leave it open rather than mark it resolved when I pass on the message.
- 19 **Hazel:** Good. The front steps are the first issue. The patio can be discussed separately, with its own scope and timing.
- 20 **Amir:** I'll ask the lead for the ¹⁰ _____ for the missed front cleanup. The exact return time remains unconfirmed until it's arranged.

CHECK THE GAPS

1. clippings / 2. completion status / 3. missed cleanup / 4. rear patio / 5. scope boundary / 6. return time / 7. observation record / 8. correction request / 9. Resolution / 10. follow-up arrangement

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

F Check accuracy and scope

Clippings beside the front steps

Return to the case

After a front-lawn visit at Rowan Court, customer Hazel says the path cleanup was incomplete. Worker Amir can see clippings beside the front steps, which are within the listed cleanup area. The rear patio is excluded from the booking. The lead can organize the missed front cleanup, but no wider task or exact return time is agreed. Amir must acknowledge the visible concern without denying it, declaring it resolved, or adding the rear patio to the job.

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

1. Which status should not be recorded yet?

- A. Missed front cleanup reported
- B. Clippings visible beside the steps
- C. Return time unconfirmed
- D. Resolved and fully corrected

2. What belongs in the correction request?

- A. A statement that the rear patio was damaged
- B. The exact front-step location, visible clippings, included scope, and pending follow-up
- C. An invented all-property cleaning promise
- D. A guaranteed return time not supplied

[Answers and explanations, page 139](#)

Listen for the distinction

Repeat the correction request separately from the excluded rear-patio request.

Acknowledge the specific problem before discussing scope

A customer who reports incomplete work needs evidence that the concern has been heard. Name the visible missed area first. Then separate the correction of an included task from a new request, keeping the explanation calm and specific rather than defensive.

F Say it / transfer to a new case

Acknowledge and refer the missed area

Complete the exchange about the visible front cleanup problem. Keep the included correction, excluded patio, and unresolved timing separate.

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

unconfirmed / excluded / steps / included

- 01 **Worker:** Clippings remain beside the front ¹ _____.
- 02 **Customer:** That area was ² _____ in the booking.
- 03 **Worker:** The rear patio remains ³ _____.
- 04 **Worker:** The lead can organize correction; the return time is ⁴ _____.

CHECK THE GAPS

1. steps / 2. included / 3. excluded / 4. unconfirmed

[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 "Clippings beside the front steps". Hazel: "Please mention that you saw the clippings yourself. That may make the note clearer than just saying I complained." Amir: [missing response] Hazel: "I'm not saying nothing was done. The issue I'm showing you is this unfinished part of the path cleanup." Which response belongs in the gap?

- A.** I don't have a confirmed return time yet. I'll refer the correction to the lead without promising an appointment that isn't booked.
- B.** The completion status needs to match what's here, not simply whether the visit has ended. I'll record this part as incomplete.
- C.** The observation record will say clippings beside the front steps, inside the listed cleanup area. That's the part I've directly seen.
- D.** I'll preserve the scope boundary: front cleanup to be corrected, patio request separate. Asking about the patio doesn't cancel the front concern.

[Answers and explanations, page 140](#)

A Read the situation

LESSON 08 / HANDING OVER UNFINISHED GROUNDS WORK

Separate completed work from a deferred review, preserve a callback request, and identify who owns the next arrangement.

A clear path and an open bed review

At Pine Court, worker Rosa hands the visit over to office coordinator Ava. Front-path leaves are cleared. The lead deferred the rear-bed review; no planting or diagnosis was done there. The customer asks for a callback about the rear bed before Friday. Ava owns scheduling, but no visit date is booked. Rosa must distinguish the completed front-path task, the deferred review, the requested communication deadline, and the unresolved appointment.

People: Rosa, Grounds worker; Ava, Office coordinator.

Read the record

Choose one answer per question using the facts above.

1. Which work is complete?

- A. A booked follow-up visit
- B. Front-path leaf clearance
- C. Rear-bed planting
- D. Rear-bed diagnosis

2. What happened to the rear-bed review?

- A. The customer cancelled all work permanently
- B. The lead deferred it; no planting or diagnosis was done
- C. It was completed with a confirmed diagnosis
- D. The crew planted the bed

3. What does the customer request?

- A. A report that diagnosis is finished
- B. A callback about the rear bed before Friday
- C. A confirmed visit on Friday
- D. Completed planting before Friday

[Answers and explanations, page 141](#)

B Vocabulary in use

CORE TERMS

handover

Transfer of relevant work information and responsibility.

give a clear handover

deferred review

Assessment postponed rather than completed.

record a deferred review

leaf removal

Clearing fallen leaves from a specified location.

confirm front-path leaf removal

callback

Return telephone contact responding to a request.

request a callback

scheduling owner

Person responsible for arranging dates or contact.

identify the scheduling owner

status summary

Concise account of each relevant work stage.

provide a status summary

completed task

Defined work confirmed as finished.

identify the completed task

rear bed

Planting area at the back of the site.

identify the rear bed

planting

Placing plants in a prepared location.

distinguish planting from review

callback deadline

Requested or agreed latest time for a return call.

preserve the callback deadline

unbooked visit

Possible attendance without a confirmed appointment.

describe an unbooked visit

pending item

Matter not yet resolved or finished.

flag a pending item

Say it in context

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

handover **HANDOVER**

give a clear handover

Keep the meaning precise: Transfer of relevant work information and responsibility.

planting **PLANTING**

distinguish planting from review

Keep the meaning precise: Placing plants in a prepared location.

B Precision and professional shorthand

EXTEND YOUR RANGE

lead decision

Direction made by the person supervising the work.

record the lead decision

follow-up contact

Later communication about an unresolved matter.

arrange follow-up contact

completion record

Note identifying work confirmed as finished.

update the completion record

appointment status

Whether a visit is booked, proposed, or unresolved.

confirm appointment status

communication request

Request for information or contact.

pass a communication request

ownership transfer

Passing responsibility for a defined follow-up.

confirm ownership transfer

review outcome

Finding or decision resulting from an assessment.

avoid inventing a review outcome

site attendance

Presence at the property for a stated purpose.

distinguish site attendance from a callback

unperformed work

Task that has not been carried out.

identify unperformed work

customer priority

Matter the customer treats as important.

preserve the customer priority

open action

Next step not yet completed.

assign an open action

closeout

Final review or closure of a job or issue.

avoid premature closeout

Say it in context

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

pending item PENDING ITEM

flag a pending item

Keep the meaning precise: Matter not yet resolved or finished.

completion record COMPLETION RECORD

update the completion record

Keep the meaning precise: Note identifying work confirmed as finished.

Phrases that move the work forward

Open with the completed item

The front-path leaves are cleared.

Explain the decision

The lead deferred that review.

Preserve the customer request

The customer wants a callback about the rear bed.

Distinguish contact and attendance

That is a request for a call, not a booked visit.

State appointment status

No visit date is booked.

Separate the two areas

The front path is complete; the rear bed is a pending item.

Avoid a planting promise

No planting commitment was made during this visit.

Preserve the unresolved detail

The date of any site attendance remains open.

Name the pending area

The rear-bed review remains outstanding.

State what was not done

No planting or diagnosis was carried out there.

Give the requested deadline

The callback is requested before Friday.

Name the owner

Ava owns the scheduling follow-up.

Avoid inventing an outcome

There is no review finding to report.

Keep the request specific

The callback concerns the deferred rear-bed review.

Read back the action

Scheduling to follow up on the requested callback before Friday.

Close the handoff

Please keep the completed task and the pending review as separate entries.

Precision in real exchanges

Purpose: State what was not done

Useful wording: No planting or diagnosis was carried out there.

Purpose: Preserve the customer request

Useful wording: The customer wants a callback about the rear bed.

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 handoff preserves the two work statuses?

- A.** All grounds work finished and diagnosed.
- B.** Nothing was completed anywhere.
- C.** Rear bed planted but path untouched.
- D.** Front-path leaves cleared; rear-bed review deferred; no planting or diagnosis.

2. What does before Friday refer to?

- A.** The requested callback
- B.** A confirmed site visit
- C.** Completed planting
- D.** A finished diagnosis

3. A colleague needs the term for this meaning: Planting area at the back of the site. Which term fits?

- A.** follow-up contact
- B.** communication request
- C.** rear bed
- D.** scheduling owner

D Choose the response that fits / continued

4. Rebuild the exchange from "A clear path and an open bed review". Rosa: "The customer wants a callback about the rear bed before Friday. Please keep that timing with the request." Ava: [missing response] Rosa: "No visit is booked. They want a call about the next step, not a confirmed attendance on Friday." Which response belongs in the gap?

- A.** Let me separate the entries. The completed task is front-path leaf clearance. What is the current status of the rear-bed item, and what does the customer need from us?
- B.** Agreed. I will avoid premature closeout. The handover will retain the completed front task, deferred rear review, requested callback deadline, and unbooked visit status as separate facts.
- C.** Yes, I am the scheduling owner. That identifies responsibility, but it does not mean a date has already been arranged or a visit has been confirmed.
- D.** I have the callback deadline as before Friday. Does the customer already have a booked visit, or is the request only for contact about the next step?

[Answers and explanations, page 141](#)

One useful distinction

Front-path leaf clearance is complete. The rear-bed review was deferred by the lead, with no planting or diagnosis performed. Before Friday applies to the requested callback. It is not a booked visit date or a promise to complete work on the bed.

E Conversation

A clear path and an open bed review

A clear path and an open bed review

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

WORD AND PHRASE BANK

closeout / review outcome / pending item / open action / completed task /
callback deadline / deferred review / communication request / scheduling owner /
appointment status

- 01 **Rosa:** Ava, Pine Court handover: the front-path leaves are cleared. The rear-bed review needs to stay open.
- 02 **Ava:** Let me separate the entries. The ¹ _____ is front-path leaf clearance. What is the current status of the rear-bed item, and what does the customer need from us?
- 03 **Rosa:** The lead deferred the rear review. No planting or diagnosis was done there; I've no finding to pass on.
- 04 **Ava:** I will record a ² _____, not a completed inspection. I will also state that no planting or diagnosis took place in that area.
- 05 **Rosa:** The customer wants a callback about the rear bed before Friday. Please keep that timing with the request.
- 06 **Ava:** I have the ³ _____ as before Friday. Does the customer already have a booked visit, or is the request only for contact about the next step?
- 07 **Rosa:** No visit is booked. They want a call about the next step, not a confirmed attendance on Friday.
- 08 **Ava:** Then the ⁴ _____ remains unbooked. I will not put Friday down as a confirmed attendance date just because it appears in the callback request.
- 09 **Rosa:** Please don't let the cleared path close the rear-bed item. They have different statuses.
- 10 **Ava:** I will keep a separate ⁵ _____ for the rear bed. The cleared front path can be recorded accurately without closing the unresolved review.

Conversation continues on the next page.

A clear path and an open bed review

CONVERSATION / CONTINUED

- 11 **Rosa:** You'll take the scheduling follow-up, correct? I want the next reader to know who owns it.
- 12 **Ava:** Yes, I am the ⁶ _____. That identifies responsibility, but it does not mean a date has already been arranged or a visit has been confirmed.
- 13 **Rosa:** Please keep deferred as the lead's decision. It wasn't a diagnosis that planting or treatment was needed.
- 14 **Ava:** I will not invent a ⁷ _____. The note will describe the deferral and the absence of planting or diagnosis, rather than supply a reasoned finding we do not have.
- 15 **Rosa:** Could you read the timing back? Before Friday means the callback request, not completed bed work.
- 16 **Ava:** The ⁸ _____ is a callback about the rear bed before Friday. There is no promise of planting, diagnosis, or completed work by that time.
- 17 **Rosa:** That's right. Any later visit still needs arranging; we've only passed the request for contact.
- 18 **Ava:** I will retain that as an ⁹ _____. The record will name me as the owner and will not say the callback has already happened.
- 19 **Rosa:** Thanks. The path can be marked complete without making the unfinished rear review disappear.
- 20 **Ava:** Agreed. I will avoid premature ¹⁰ _____. The handover will retain the completed front task, deferred rear review, requested callback deadline, and unbooked visit status as separate facts.

CHECK THE GAPS

1. completed task / 2. deferred review / 3. callback deadline / 4. appointment status / 5. pending item / 6. scheduling owner / 7. review outcome / 8. communication request / 9. open action / 10. closeout

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

F Check accuracy and scope

A clear path and an open bed review

Return to the case

At Pine Court, worker Rosa hands the visit over to office coordinator Ava. Front-path leaves are cleared. The lead deferred the rear-bed review; no planting or diagnosis was done there. The customer asks for a callback about the rear bed before Friday. Ava owns scheduling, but no visit date is booked. Rosa must distinguish the completed front-path task, the deferred review, the requested communication deadline, and the unresolved appointment.

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

1. Which appointment statement is supported?

- A. Ava has already booked Friday.
- B. The crew will definitely return tomorrow.
- C. Scheduling ownership proves a visit is confirmed.
- D. Ava owns scheduling, but no visit date is booked.

2. Which closure would misstate the case?

- A. Front-path leaf clearance complete
- B. Rear-bed review remains pending
- C. Callback request passed to Ava
- D. Entire visit closed with all follow-up complete

[Answers and explanations, page 144](#)

Listen for the distinction

Repeat before Friday as the requested callback timing, not a booked visit.

Hand over separate statuses, not a single overall label

A visit may contain both completed work and an unresolved request. A short handoff still needs the distinction. Name what is finished, what was deferred, what the customer asked to hear, and who owns the next arrangement without declaring the whole visit complete or incomplete.

F Say it / transfer to a new case

Hand over four distinct facts

Complete the office handoff. Preserve the finished front task, deferred rear review, requested callback timing, and absence of a booked visit.

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

Friday / deferred / cleared / booked

- 01 **Worker:** The front-path leaves are ¹ _____.
- 02 **Coordinator:** The rear-bed review was ² _____ by the lead.
- 03 **Worker:** The customer requests a callback before ³ _____.
- 04 **Coordinator:** I own scheduling, but no visit is ⁴ _____.

CHECK THE GAPS

1. cleared / 2. deferred / 3. Friday / 4. booked

[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 "A clear path and an open bed review". Rosa: "Please keep deferred as the lead's decision. It wasn't a diagnosis that planting or treatment was needed." Ava: [missing response] Rosa: "Could you read the timing back? Before Friday means the callback request, not completed bed work." Which response belongs in the gap?

- A.** Let me separate the entries. The completed task is front-path leaf clearance. What is the current status of the rear-bed item, and what does the customer need from us?
- B.** I will not invent a review outcome. The note will describe the deferral and the absence of planting or diagnosis, rather than supply a reasoned finding we do not have.
- C.** Agreed. I will avoid premature closeout. The handover will retain the completed front task, deferred rear review, requested callback deadline, and unbooked visit status as separate facts.
- D.** I have the callback deadline as before Friday. Does the customer already have a booked visit, or is the request only for contact about the next step?

[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 finish and cleanup concerns" and "Handing over unfinished grounds work". 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: Steps at the front entrance of the property. Which term fits?

- A. front steps
- B. workmanship
- C. incomplete task
- D. service recovery

2. A colleague needs the term for this meaning: Requested or agreed latest time for a return call. Which term fits?

- A. lead decision
- B. appointment status
- C. handover
- D. callback deadline

3. Rebuild the exchange from "Six bags and the wrong label". Mira: "Could you include the actual sample in the query? The color word alone isn't the reference I approved." Dev: [missing response] Mira: "What happens next? I don't want the crew using it on the assumption that it's close enough." Which response belongs in the gap?

- A. I have checked the bag count and found six. The job lists eight bags, so the delivery is two bags short before we address the description.
- B. The quantity discrepancy is eight requested against six delivered. Separately, the delivered label says natural brown while your approved sample and the job request are dark.
- C. I will refer to the approved sample as well as the job description. I am not confirming a match between that sample and the delivered bags.
- D. I will. Substitution approval is still absent. Your question about making do will not be recorded as acceptance of a different material or a smaller quantity.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "A clear path and an open bed review". Rosa: "That's right. Any later visit still needs arranging; we've only passed the request for contact." Ava: [missing response] Rosa: "Thanks. The path can be marked complete without making the unfinished rear review disappear." Which response belongs in the gap?

- A.** I will record a deferred review, not a completed inspection. I will also state that no planting or diagnosis took place in that area.
- B.** The communication request is a callback about the rear bed before Friday. There is no promise of planting, diagnosis, or completed work by that time.
- C.** Then the appointment status remains unbooked. I will not put Friday down as a confirmed attendance date just because it appears in the callback request.
- D.** I will retain that as an open action. The record will name me as the owner and will not say the callback has already happened.

[Answers and explanations, page 153](#)

Language for the next case

Area is not the order volume

gross area

The two non-overlapping rectangles have areas twenty-four and twelve square meters, totaling thirty-six before exclusions.

Ava: Start with the gross area: twelve times two is twenty-four; four times three is twelve. Together they give thirty-six square meters before the exclusions.

volume

Thirty-two square meters multiplied by 0.05 meters gives 1.6 cubic meters, equivalent to 1,600 liters.

Ava: Then the net volume is thirty-two times zero point zero five: one point six cubic meters, or sixteen hundred liters.

round up

The 35.2-bag purchasing target requires thirty-six whole bags; rounding down to thirty-five would provide only 1,750 liters.

Ava: So round up to thirty-six whole bags. Thirty-five would give seventeen hundred fifty liters, ten liters below the purchasing target.

net area

Thirty-six square meters minus four square meters of exclusions leaves thirty-two square meters requiring the new layer.

Ava: That's the net area. Keep the exclusions in the takeoff; don't buy or apply material as though every part of the rectangles needs coverage.

allowance

Ten percent of the 1,600-liter net volume is 160 liters; the purchasing target becomes 1,760 liters.

Ava: Apply the allowance to the net volume, not to the depth specification. Sixteen hundred plus one hundred sixty gives seventeen hundred sixty liters.

rounding surplus

The whole-bag order supplies 1,800 liters, forty above the 1,760-liter purchasing target; it is separate from the allowance itself.

Ava: Correct. That is rounding surplus, not another planned layer. Keep net requirement, allowance, and bag rounding separate in the estimate.

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

Conversation

Area is not the order volume

Fictional estimator's worksheet: two non-overlapping rectangles, 12 m by 2 m and 4 m by 3 m, include 4 square meters of marked exclusions. The approved new layer is 50 mm. For purchasing only, add 10% to net volume and round up to whole 50-liter bags. This is supplied estimating arithmetic, not a general mulch-depth recommendation.

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

WORD AND PHRASE BANK

gross area / allowance / volume / round up / rounding surplus / net area

- 01 **Dev:** Ava, the worksheet says thirty-six square meters. I was about to use that as the number of bags, but the units don't look right.
- 02 **Ava:** Start with the ¹ _____: twelve times two is twenty-four; four times three is twelve. Together they give thirty-six square meters before the exclusions.
- 03 **Dev:** The marked exclusions total four square meters and are inside those rectangles. So I subtract four once, leaving thirty-two to cover.
- 04 **Ava:** That's the ² _____. Keep the exclusions in the takeoff; don't buy or apply material as though every part of the rectangles needs coverage.
- 05 **Dev:** The new layer is specified as fifty millimeters. I need meters for multiplying by square meters, so that's zero point zero five meters.
- 06 **Ava:** Then the net ³ _____ is thirty-two times zero point zero five: one point six cubic meters, or sixteen hundred liters.
- 07 **Dev:** At fifty liters per bag, the net material is thirty-two bags. But the purchasing instruction also asks for ten percent extra.
- 08 **Ava:** Apply the ⁴ _____ to the net volume, not to the depth specification. Sixteen hundred plus one hundred sixty gives seventeen hundred sixty liters.
- 09 **Dev:** Dividing that by fifty gives thirty-five point two bags. We can't order point two of one of these bags.
- 10 **Ava:** So ⁵ _____ to thirty-six whole bags. Thirty-five would give seventeen hundred fifty liters, ten liters below the purchasing target.

Conversation continues on the next page.

Area is not the order volume

CONVERSATION / CONTINUED

- 11 **Dev:** Thirty-six bags gives eighteen hundred liters. That's forty liters beyond the allowance-adjusted target, because of the bag increment.
- 12 **Ava:** Correct. That is ⁶ _____, not another planned layer. Keep net requirement, allowance, and bag rounding separate in the estimate.
- 13 **Dev:** Could someone read thirty-six bags as an instruction to spread all thirty-six across the thirty-two square meters?
- 14 **Ava:** They shouldn't. Extra purchasing quantity doesn't change the approved fifty-millimeter new layer or remove the marked exclusions. Don't thicken the layer to consume leftovers.
- 15 **Dev:** And fifty millimeters is the depth specified on this worksheet. It isn't a rule for every plant, site, or existing mulch condition.
- 16 **Ava:** Exactly. We've checked the quantity calculation. The depth and placement still need to match the design and site assessment.
- 17 **Dev:** My estimate should therefore list thirty-two square meters net, one point six cubic meters net material, and one point seven six with allowance.
- 18 **Ava:** Then thirty-six fifty-liter bags as the rounded purchasing quantity. Show the bag volume so nobody substitutes a smaller bag at the same count.
- 19 **Dev:** I'll preserve the two rectangle dimensions and four-square-meter exclusions with it. That makes the total traceable if the drawing changes.
- 20 **Ava:** Good. This is a quantity calculation for review, not confirmation that material is ordered, delivered, or applied. Those statuses need their own records.

CHECK THE GAPS

1. gross area / 2. net area / 3. volume / 4. allowance / 5. round up / 6. rounding surplus

[Why these answers fit, page 155](#)

A different bag size

A fictional worksheet gives a net area of 18 square meters and a specified new layer of 40 mm. Add a purchasing allowance of 5% to net volume, then round up to whole 40-liter bags. Do not change the layer depth.

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

WORD AND PHRASE BANK

720 / 756 / nineteen / four

- 01 **Worker:** The net volume is ¹ _____ liters.
- 02 **Estimator:** Including five percent, the purchasing target is ² _____ liters.
- 03 **Worker:** The rounded order quantity is ³ _____ bags.
- 04 **Estimator:** Whole bags provide ⁴ _____ liters beyond that purchasing target.

CHECK THE GAPS

1. 720 / 2. 756 / 3. nineteen / 4. four

[Why these answers fit, page 155](#)

Keep the distinction audible

Read back area, specified depth, purchasing allowance, and whole-bag rounding as separate quantities.

Language for the next case

Read the whole plant name

botanical name

The botanical name *Lavandula angustifolia* identifies the species here; the schedule also specifies a particular cultivar within it.

Imani: Read the botanical name in full, including the cultivar. L3 calls for Lavandula angustifolia Hidcote, twelve plants in containers labeled two liters.

specification discrepancy

Four delivered plants carry Munstead labels rather than the specified Hidcote, even though the overall plant count is twelve.

Imani: Yes. That's a specification discrepancy, not a total-count shortage. We are four short of the specified cultivar on the label evidence.

container label

The container-size marking matches the supplied 2 L requirement but does not resolve the different cultivar labels.

Imani: Correct. Keep count, plant identity, and size information in their own fields. A matching container label does not cancel the cultivar discrepancy.

cultivar

Hidcote and Munstead are different named cultivars; matching species and common name do not make the delivered selection identical.

Imani: But the cultivar doesn't match on those four. Hidcote and Munstead aren't interchangeable names just because both are English lavender.

container volume

The 2 L marking describes the stated container volume, not plant height, mature spread, or a guarantee of overall quality.

Imani: No. That's container volume, not a height measurement. It doesn't tell us mature spread or establish that every plant meets every requirement.

substitution

Using Munstead in place of Hidcote would be a change to the specified selection and requires the actual approval process.

Imani: A substitution needs the actual review and approval. Similar appearance isn't permission to change the planting schedule.

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

Conversation

Read the whole plant name

Fictional planting schedule L3 calls for 12 *Lavandula angustifolia* 'Hidcote', in containers labeled 2 L. Delivery labels show 8 'Hidcote' in 2 L containers and 4 'Munstead' in 2 L containers, all *Lavandula angustifolia*. No substitution is approved. Health, identity verification beyond labels, and planting suitability remain for the qualified lead.

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

WORD AND PHRASE BANK

cultivar / container label / container volume / specification discrepancy / substitution / botanical name

- 01 **Tomas:** Imani, the delivery has twelve English lavenders, so the count looks right. But four labels don't have the same name as schedule L3.
- 02 **Imani:** Read the ¹ _____ in full, including the cultivar. L3 calls for *Lavandula angustifolia* Hidcote, twelve plants in containers labeled two liters.
- 03 **Tomas:** Eight labels say Hidcote. Four say Munstead. They all say *Lavandula angustifolia*, so the species wording matches.
- 04 **Imani:** But the ² _____ doesn't match on those four. Hidcote and Munstead aren't interchangeable names just because both are English lavender.
- 05 **Tomas:** Then I'd report twelve plants physically delivered, with eight matching the specified cultivar label and four labeled differently. Not simply twelve correct.
- 06 **Imani:** Yes. That's a ³ _____, not a total-count shortage. We are four short of the specified cultivar on the label evidence.

Conversation / continued

- 07 **Tomas:** All the containers are marked two liters. Does that tell us the plants are the specified height as well?
- 08 **Imani:** No. That's ⁴ _____, not a height measurement. It doesn't tell us mature spread or establish that every plant meets every requirement.
- 09 **Tomas:** So two liters isn't two meters, and a two-liter container doesn't mean the plant will stay that size as it grows.
- 10 **Imani:** Correct. Keep count, plant identity, and size information in their own fields. A matching ⁵ _____ does not cancel the cultivar discrepancy.

Conversation continues on the next page.

Read the whole plant name

CONVERSATION / CONTINUED

- 11 **Tomas:** Could the four Munstead be accepted as substitutes if someone says the flower color looks close enough?
- 12 **Imani:** A ⁶ _____ needs the actual review and approval. Similar appearance isn't permission to change the planting schedule.
- 13 **Tomas:** I'll leave the original L3 specification visible. I shouldn't edit Hidcote out of it so that the delivery appears to match.
- 14 **Imani:** Exactly. Preserve what was requested and what the labels show. That gives the supplier a clear discrepancy to address.
- 15 **Tomas:** Should I call the eight Hidcote plants fully accepted, since their labels and two-liter containers match the schedule?
- 16 **Imani:** Not yet. The case only establishes label matches. Plant health, actual identity checks, and the other acceptance requirements still need the qualified review.
- 17 **Tomas:** I'll keep the labels with the delivery record, not rewrite them or plant the four differently labeled ones to keep the job moving.
- 18 **Imani:** Good. The review needs both cultivar names, quantities, container information, and schedule reference L3. Don't shorten it to lavender problem.
- 19 **Tomas:** Read-back: twelve delivered; eight Hidcote, four Munstead, all labeled *Lavandula angustifolia* in two-liter containers; twelve Hidcote requested; no substitute approved.
- 20 **Imani:** That's precise. We can resolve the specification question from that record without confusing a correct total with a fully matching delivery.

CHECK THE GAPS

1. botanical name / 2. cultivar / 3. specification discrepancy / 4. container volume / 5. container label / 6. substitution

[Why these answers fit, page 157](#)

Separate variety and container size

A fictional schedule requires 10 *Lavandula angustifolia* 'Munstead' in containers labeled 3 L. Delivery labels show 6 'Munstead' in 3 L, 2 'Munstead' in 2 L, and 2 'Hidcote' in 3 L. No alternatives are approved; other quality checks remain.

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

WORD AND PHRASE BANK

container size / cultivar / six / ten

- 01 **Worker:** ¹ _____ plants match both the specified cultivar and container label.
- 02 **Lead:** Two Munstead plants have a ² _____ discrepancy.
- 03 **Worker:** Two three-liter plants have a ³ _____ discrepancy.
- 04 **Lead:** The total delivered count is ⁴ _____ .

CHECK THE GAPS

1. six / 2. container size / 3. cultivar / 4. ten

[Why these answers fit, page 157](#)

Keep the distinction audible

Check a plant schedule against delivered labels while keeping species, cultivar, quantity, and container volume distinct.

Language for the next case

An average can hide dry spots

mean depth

Four readings at each of 10, 12, 14, and 16 mm total 208 mm; dividing by sixteen gives a mean of 13 mm.

Marco: Then the mean depth is thirteen millimeters. Each group has the same number of readings, so averaging those four group values also gives thirteen.

distribution uniformity

Distribution uniformity describes how evenly water is applied; an average rate alone can hide differences among positions.

Marco: That's why we also examine distribution uniformity. An acceptable-looking average can't tell you whether the whole area received similar amounts.

ratio

The ratio is 10 divided by 13, approximately 0.769; multiplying by one hundred converts it to about 77 percent.

Marco: Yes, to the nearest whole percent. Keep the unrounded ratio in the calculation and round the reported percentage at the end.

precipitation rate

Thirteen millimeters in twenty minutes corresponds to thirty-nine millimeters per hour under the measured test conditions.

Marco: Correct. The measured average precipitation rate is thirty-nine millimeters per hour under those test conditions. It doesn't mean thirty-nine millimeters fell during the test.

lower-quarter mean

One quarter of sixteen is four; the four lowest readings are all ten, giving a lower-quarter mean of ten millimeters.

Marco: Their lower-quarter mean is ten millimeters. Divide ten by the overall mean of thirteen, not by the highest reading of sixteen.

application efficiency

This uniformity ratio compares catch depths; it does not measure the fraction of supplied water stored usefully in the root zone.

Marco: No. That's not an application efficiency result. These catch readings don't tell us how much water the soil stored in the root zone.

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

Conversation

An average can hide dry spots

Fictional completed irrigation audit: 16 equally representative catch positions measured during the same 20-minute test; four readings each of 10, 12, 14, and 16 mm. Use mean depth divided by minutes times 60 for mm/hour. Lower-quarter uniformity equals the lowest-quarter mean divided by the overall mean. No watering schedule or fault diagnosis is supplied.

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

WORD AND PHRASE BANK

ratio / precipitation rate / lower-quarter mean / mean depth / distribution uniformity / application efficiency

- 01 **Leila:** Marco, the audit sheet has sixteen readings. Four are ten millimeters, four twelve, four fourteen, and four sixteen. They all came from the same twenty-minute test.
- 02 **Marco:** Then the ¹ _____ is thirteen millimeters. Each group has the same number of readings, so averaging those four group values also gives thirteen.
- 03 **Leila:** That's what accumulated during twenty minutes. To express the application rate per hour, I multiply thirteen by three.
- 04 **Marco:** Correct. The measured average ² _____ is thirty-nine millimeters per hour under those test conditions. It doesn't mean thirty-nine millimeters fell during the test.
- 05 **Leila:** And thirteen is only the mean. The lowest positions collected ten and the highest sixteen, so the coverage wasn't the same everywhere.
- 06 **Marco:** That's why we also examine ³ _____. An acceptable-looking average can't tell you whether the whole area received similar amounts.

Conversation / continued

- 07 **Leila:** For the lower quarter, I take four of the sixteen readings. The lowest four are all ten millimeters.
- 08 **Marco:** Their ⁴ _____ is ten millimeters. Divide ten by the overall mean of thirteen, not by the highest reading of sixteen.
- 09 **Leila:** Ten divided by thirteen is about zero point seven six nine. Expressed as a percentage, that's about seventy-seven percent.
- 10 **Marco:** Yes, to the nearest whole percent. Keep the unrounded ⁵ _____ in the calculation and round the reported percentage at the end.

Conversation continues on the next page.

An average can hide dry spots

CONVERSATION / CONTINUED

- 11 **Leila:** Does that mean seventy-seven percent of the water reached the roots and twenty-three percent was wasted?
- 12 **Marco:** No. That's not an ⁶ _____ result. These catch readings don't tell us how much water the soil stored in the root zone.
- 13 **Leila:** Could I tell the customer to run the system longer so the dry positions catch up? The numbers don't tell me the plants' needs.
- 14 **Marco:** Don't prescribe a schedule from this alone. Soil, plant needs, weather, restrictions, and the actual system assessment matter. More run time doesn't itself correct uneven distribution.
- 15 **Leila:** And the spread of readings doesn't prove which nozzle or component is faulty. We have measurements, not the cause.
- 16 **Marco:** Right. Preserve the position identifiers and test conditions for review. A repair decision needs the relevant inspection rather than a guessed component failure.
- 17 **Leila:** The note should say thirteen millimeters mean depth in twenty minutes, equivalent average rate thirty-nine per hour, lower-quarter uniformity about seventy-seven percent.
- 18 **Marco:** That's accurate, with the units stated. Keep the sixteen readings available so the mean doesn't hide the low and high positions.
- 19 **Leila:** I'll report those findings as the completed measurement review, not say every part received thirteen millimeters or that a new schedule is approved.
- 20 **Marco:** Exactly. The measurements describe this test. They don't certify the entire installation, diagnose a fault, or authorize a controller change.

CHECK THE GAPS

1. mean depth / 2. precipitation rate / 3. distribution uniformity / 4. lower-quarter mean / 5. ratio / 6. application efficiency

[Why these answers fit, page 159](#)

Compare a second set of readings

A fictional 30-minute test has 16 equally representative positions: four readings each of 6, 8, 10, and 12 mm. Use the same mean-rate and lower-quarter formulas. Round the final uniformity percentage to one decimal place.

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

WORD AND PHRASE BANK

eighteen / 66.7 / nine / six

- 01 **Worker:** Mean collected depth is ¹ _____ millimeters.
- 02 **Lead:** The average application rate is ² _____ millimeters per hour.
- 03 **Worker:** The lowest-quarter mean is ³ _____ millimeters.
- 04 **Lead:** Lower-quarter uniformity is ⁴ _____ percent.

CHECK THE GAPS

1. nine / 2. eighteen / 3. six / 4. 66.7

[Why these answers fit, page 159](#)

Keep the distinction audible

Explain measured application rate and lower-quarter distribution uniformity without confusing either with a watering prescription.

01 / Answers and explanations

A / Read the situation

A1. What is included today?

D. Front-lawn mowing and path leaf clearance

The booking names front-lawn mowing and path leaf clearance as the included work.

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

A2. Which task does Ben add?

C. Rear-hedge shaping

Ben requests shaping of the rear hedge beyond the current booking.

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

A3. What can Asha offer?

D. Office review of a separate request, with no confirmed price or date

The office can review the additional request, but its terms and timing are not confirmed.

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

D / Response choices

D1. Which scope explanation matches the booking?

D. Today covers front-lawn mowing and path leaf clearance, not the rear hedge.

The work order includes the two named front-area tasks and excludes hedge work.

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

D2. Which next-step statement is accurate?

D. I can pass the separate hedge request to the office for review.

Referring the request is available, while approval, cost, and timing remain open.

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

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Grassed area at the front of the property. Which term fits?

C. front lawn

A Not here. crew: Group of workers assigned to the job. The usual combination is "brief the crew".

B Not here. hedge shaping: Work intended to change or maintain a hedge's form. The usual combination is "request hedge shaping".

C Correct. front lawn: Grassed area at the front of the property. The usual combination is "identify the front lawn".

D Not here. price estimate: Provisional cost figure for specified work. The usual combination is "distinguish a price estimate".

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

D4. Rebuild the exchange from "A hedge request during a lawn visit". Ben: "Please tell the office it's the hedge at the back. I'm not asking for shaping around the front lawn." Asha: [missing response] Ben: "Would that mean an extra bill? I don't want a request for information to be taken as agreement to a price." Which response belongs in the gap?

C. I'll specify rear hedge shaping, so the location doesn't get confused with the mowing area. The office can review it separately.

A Not here. This line belongs to turn 20, after Ben says: "Thanks. Please refer the hedge separately. I'll wait for the office to discuss the price and a possible day." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Ben says: "Could you shape the rear hedge while you're here? I'd assumed the grounds visit covered that as well as the lawn." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Asha's response in turn 6. It connects Ben's preceding point with Ben's follow-up. Rear hedge identifies the exact subject of the additional request and keeps it separate from the front-lawn task.

D Not here. This line belongs to turn 10, after Ben says: "All right. Could it happen later this week, or do they need to check the schedule before you can say?" It addresses that point, not the missing turn in the supplied exchange.

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

E / Conversation

1. work order

Turn 2. Work order specifies today's front-lawn mowing and path leaf clearance, rather than every grounds task.

01 / Answers and explanations / continued

2. booked scope

Turn 4. Booked scope limits the current visit to the agreed tasks; sharing a property does not add hedge work.

3. rear hedge

Turn 6. Rear hedge identifies the exact subject of the additional request and keeps it separate from the front-lawn task.

4. separate quotation

Turn 8. Separate quotation would provide a price for the additional work; none has been given or accepted here.

5. service date

Turn 10. Service date for the hedge remains unconfirmed and must not be presented as an appointment this week.

6. Office review

Turn 12. Office review assesses the new request and is separate from approval or an entered booking.

7. task authorization

Turn 14. Task authorization is still needed for the actual hedge work; changing the informal description does not add approval.

8. request handoff

Turn 16. Request handoff transfers the accurately described hedge request while leaving approval, price, and date unresolved.

9. included task

Turn 18. Included task identifies front-lawn mowing, alongside path leaf clearance, as work actually named for today's visit.

10. scope change

Turn 20. No scope change is approved; the separate hedge request is only being passed for review.

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

01 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement overpromises?

B. The hedge will definitely be shaped today at no charge.

Neither same-day service nor a free price is supplied or authorized.

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

F2. What should remain in the handoff?

D. Rear-hedge shaping requested; separate review needed; price and date unknown.

The handoff must preserve the actual request and the unresolved approval, price, and timing.

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

F / Guided speaking

1. mowing

Worker: The booked lawn task is mowing.

Turn 1. Mowing is the included lawn task in the existing work order.

2. side hedge

Resident: The additional request concerns the side hedge.

Turn 2. Side hedge is the subject of the separate shaping request.

3. review

Worker: The next step is office review.

Turn 3. Review is the available process for assessing the additional task.

4. unconfirmed

Resident: The price and date are still unconfirmed.

Turn 4. No quotation or service appointment has been established for the extra work.

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

01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A hedge request during a lawn visit". Ben: "What if I only want a quick tidy? Is that different from asking for the hedge to be shaped?"
Asha: [missing response] Ben: "Then leave it as rear-hedge shaping. I'd rather the office knows what I'm asking for than gets an unclear note." Which response belongs in the gap?

D. The wording doesn't replace task authorization. We need the actual work assessed and agreed; I can't add it as a quick favor.

A Not here. This line belongs to turn 10, after Ben says: "All right. Could it happen later this week, or do they need to check the schedule before you can say?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Ben says: "Please tell the office it's the hedge at the back. I'm not asking for shaping around the front lawn." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Ben says: "Would that mean an extra bill? I don't want a request for information to be taken as agreement to a price." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Asha's response in turn 14. It connects Ben's preceding point with Ben's follow-up. Task authorization is still needed for the actual hedge work; changing the informal description does not add approval.

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

02 / Answers and explanations

A / Read the situation

A1. Where does the current work plan end?

A. At the rear fence

The supplied work plan ends at the rear fence and has not been extended.

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

A2. What is known about the strip's ownership?

D. It is unconfirmed

Rosa says probably, which does not establish who owns the strip.

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

A3. What can Kai do?

B. Flag the request and uncertainty to the office

Kai can refer the issue but has no authority to determine ownership or expand the work area.

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

D / Response choices

D1. Which report preserves the uncertainty?

B. Rosa believes the strip may be theirs; ownership is unconfirmed.

The correct report attributes Rosa's belief while retaining the lack of confirmation.

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

D2. What does the rear fence establish in this scenario?

C. The endpoint of the current work plan.

The fence is the supplied work-plan reference, not a legal ownership determination.

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

02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Legally relevant limit of a property, not established here. Which term fits?

C. property line

A Not here. survey: Professional measurement or assessment of land boundaries or features. The usual combination is "distinguish a survey from a visual guess".

B Not here. boundary clarification: Process of resolving uncertainty about the relevant property limit. The usual combination is "seek boundary clarification".

C Correct. property line: Legally relevant limit of a property, not established here. The usual combination is "request property-line clarification".

D Not here. within the plan: Inside the assigned scope or area. The usual combination is "stay within the plan".

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

D4. Rebuild the exchange from "The plan stops at the fence". Rosa: "I'd hoped you could include it while the crew was here. Does asking now change the work area?" Kai: [missing response] Rosa: "Please keep probably in the note. I don't want it recorded as though I've established ownership." Which response belongs in the gap?

D. It creates an additional request to refer, not an approved extension. I cannot decide the ownership question or assume permission to enter beyond the fence.

A Not here. This line belongs to turn 18, after Rosa says: "Could you read back the exact area? I don't mean everything behind the property." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 16, after Rosa says: "If I find any ownership information, should I send it to the office for their review?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Rosa says: "Could you clear the strip beyond the rear fence? I think it's probably ours, but I'm not certain." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Kai's response in turn 6. It connects Rosa's preceding point with Rosa's follow-up. Additional request records Rosa's proposed extra work but does not itself extend the approved area.

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

E / Conversation

1. land strip

Turn 2. Land strip identifies the narrow area beyond the rear fence, separate from the current planned work area.

02 / Answers and explanations / continued

2. work-plan limit

Turn 4. Work-plan limit is the rear fence, which defines assigned work without deciding the legal property boundary.

3. additional request

Turn 6. Additional request records Rosa's proposed extra work but does not itself extend the approved area.

4. qualified statement

Turn 8. Qualified statement preserves probably or may, rather than changing an uncertain ownership belief into a verified fact.

5. fence alignment

Turn 10. Fence alignment is an observed location feature and does not establish ownership or the property's legal limit in this case.

6. office referral

Turn 12. Office referral passes the precise clearance request and unresolved access question to the coordinating office for review.

7. scope extension

Turn 14. Scope extension would expand the work area beyond the fence, which has not been approved.

8. boundary clarification

Turn 16. Boundary clarification requires the appropriate review process, not an on-site ownership decision by the grounds worker.

9. beyond the fence

Turn 18. Beyond the fence precisely locates the additional area outside the current work-plan limit.

10. revised plan

Turn 20. Revised plan remains unconfirmed; referring the request has not approved entry or clearance beyond the fence.

[Return to the conversation, page 20](#)

02 / Answers and explanations / continued

F / Accuracy and scope

F1. Which action is within Kai's stated role?

D. Refer the request and access uncertainty to the office.

Kai can flag the issue but cannot decide ownership or extend the plan.

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

F2. Which statement wrongly combines separate questions?

C. If the customer believes it is theirs, entry and clearance are automatically approved.

An uncertain ownership belief establishes neither access permission nor authorization for additional work.

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

F / Guided speaking

1. gate

Worker: The current plan ends at the side gate.

Turn 1. The side gate is the stated endpoint of the existing work plan.

2. may

Customer: The area may belong to the property.

Turn 2. May preserves the customer's uncertain ownership statement rather than asserting a fact.

3. unconfirmed

Worker: Ownership remains unconfirmed.

Turn 3. No evidence in the scenario establishes who owns the requested area.

4. review

Customer: The next step is office review.

Turn 4. The request can be reviewed, but entry and clearance are not yet authorized.

[Return to the conversation, page 23](#)

02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The plan stops at the fence". Rosa: "Please refer it. I'm asking about clearance, not saying you've agreed to do it today." Kai: [missing response] Rosa: "If I find any ownership information, should I send it to the office for their review?" Which response belongs in the gap?

D. Correct. No scope extension has been approved. The current plan still ends at the fence while the additional request is reviewed.

A Not here. This line belongs to turn 12, after Rosa says: "All right. I'd rather check than ask you to clear land that turns out not to be ours." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Rosa says: "Does the fence position help? The planting continues past it, but that may not tell us much." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Rosa says: "Please keep probably in the note. I don't want it recorded as though I've established ownership." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Kai's response in turn 14. It connects Rosa's preceding point with Rosa's follow-up. Scope extension would expand the work area beyond the fence, which has not been approved.

[Return to the exercise, page 23](#)

03 / Answers and explanations

A / Read the situation

A1. Which plant does Nina mean?

B. The rosemary beside the left flower bed

Nina clarifies that the rosemary, not the magnolia, is the requested plant.

[Return to the exercise, page 26](#)

A2. What result does she request?

A. A neater appearance

Nina describes an appearance goal without specifying a suitable method or extent.

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A3. What remains necessary?

D. Qualified lead review of whether and how pruning fits the job

Plant identification resolves the reference but does not establish authorization or appropriate pruning.

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D / Response choices

D1. Which clarification resolves the ambiguity?

A. Do you mean the rosemary beside the left flower bed, not the magnolia?

The question identifies the intended plant and explicitly distinguishes the nearby alternative.

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D2. Which record preserves Nina's request?

C. Rosemary beside the left flower bed; neater appearance requested; lead review needed.

The record preserves the plant, appearance goal, and unresolved qualified assessment.

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03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Named plant excluded from this particular request. Which term fits?

D. magnolia

A Not here. pruning: Selective removal of plant parts for a defined purpose. The usual combination is "refer a pruning request".

B Not here. stem: Supporting axis bearing a plant's leaves or growth. The usual combination is "identify the stem".

C Not here. cultivar: Named cultivated selection within a plant group, such as lavender Hidcote. The usual combination is "confirm the cultivar name".

D Correct. magnolia: Named plant excluded from this particular request. The usual combination is "distinguish the magnolia".

[Return to the exercise, page 30](#)

D4. Rebuild the exchange from "Which plant needs attention?". Nina: "I don't know the gardening term for what I want. Neater is probably the best way I can describe it." Tomas: [missing response] Nina: "That's fine. I don't want someone to take off a large amount just because I said tidy it up." Which response belongs in the gap?

A. I can record that appearance goal without choosing a cutting method. The lead needs to assess what is suitable for this plant and this job.

A Correct. This is Tomas's response in turn 6. It connects Nina's preceding point with Nina's follow-up. Appearance goal records the visual result Nina wants without inventing a pruning method or amount.

B Not here. This line belongs to turn 20, after Nina says: "Thank you. Send that to the lead, please. I'll wait to hear the assessment rather than choose a pruning amount myself." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Nina says: "The rosemary, please. Not the magnolia. I can see why the tall one wasn't a very useful description with both here." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Nina says: "Please read the location back for me. The entrance has several plants, and I don't want the wrong one included." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 30](#)

E / Conversation

1. plant identification

Turn 2. Plant identification establishes the intended subject before the worker records or refers any pruning request.

2. reference point

Turn 4. Reference point uses the left flower bed to distinguish the rosemary from the nearby magnolia.

03 / Answers and explanations / continued

3. appearance goal

Turn 6. Appearance goal records the visual result Nina wants without inventing a pruning method or amount.

4. pruning extent

Turn 8. Pruning extent concerns how much work would be appropriate; Nina has not specified or authorized that amount.

5. customer preference

Turn 10. Customer preference is for a neater appearance, not plant removal or a particular technical treatment.

6. Scope fit

Turn 12. Scope fit asks whether the requested pruning belongs to the agreed job; the conversation has not settled that question.

7. proposed method

Turn 14. Proposed method remains a matter for qualified assessment rather than a cutting instruction supplied by the customer.

8. left-hand bed

Turn 16. Left-hand bed preserves Nina's specific location and helps the lead identify the correct plant at the entrance.

9. Cutting authorization

Turn 18. Cutting authorization has not been granted merely by clarifying the plant and describing a preferred appearance.

10. qualified assessment

Turn 20. Qualified assessment is the next step for the request; no pruning result, method, or completion is promised.

[Return to the conversation, page 32](#)

F / Accuracy and scope

F1. Which statement goes beyond the facts?

B. The rosemary definitely needs a specific amount cut off today.

Neither a suitable amount nor same-day cutting permission has been established.

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03 / Answers and explanations / continued

F2. What can Tomas confirm now?

C. The plant and the requested visual goal

Tomas can clarify the reference and preference while leaving technical and scope decisions open.

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F / Guided speaking

1. rosemary

Worker: You mean the rosemary beside the left flower bed.

Turn 1. Rosemary is the plant Nina explicitly identifies beside the left bed.

2. magnolia

Customer: The magnolia is not part of my request.

Turn 2. Nina excludes the nearby magnolia from the appearance request.

3. neater

Worker: Your goal is a neater appearance.

Turn 3. Neater preserves the customer preference without prescribing a pruning method.

4. assess

Customer: The qualified lead still needs to assess it.

Turn 4. Assessment remains necessary before any method, extent, or authorization is established.

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03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Which plant needs attention?". Nina: "Could the lead explain what they're proposing before anything is cut? I'd like to know what the result would mean." Tomas: [missing response] Nina: "Please read the location back for me. The entrance has several plants, and I don't want the wrong one included." Which response belongs in the gap?

C. The proposed method needs that assessment first. I'm not recommending a technique or promising a particular result from this conversation.

A Not here. This line belongs to turn 18, after Nina says: "Yes, that's the one. I'm agreeing that you've understood my request, not agreeing to an amount of cutting today." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Nina says: "Could you tidy the tall one by the entrance? I mean the one beside that bed; it looks a bit untidy." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Tomas's response in turn 14. It connects Nina's preceding point with Nina's follow-up. Proposed method remains a matter for qualified assessment rather than a cutting instruction supplied by the customer.

D Not here. This line belongs to turn 8, after Nina says: "That's fine. I don't want someone to take off a large amount just because I said tidy it up." 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. Why is the work paused?

D. Site conditions after rain

The lead has paused the planned work because of the site conditions after rain.

[Return to the exercise, page 36](#)

A2. What is the status of Thursday?

B. Suggested, with crew availability unconfirmed

Thursday is only an office suggestion because crew availability has not been confirmed.

[Return to the exercise, page 36](#)

A3. What communication can Imani request?

C. A scheduling update by Wednesday noon

Imani can request the update while preserving the unresolved visit and completion dates.

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D / Response choices

D1. Which explanation preserves all three dates?

D. Thursday is suggested; an update is requested by Wednesday noon; the event is Friday.

The explanation assigns each date its actual role without converting suggestions into promises.

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D2. Which statement should be corrected?

A. Thursday is definitely booked and everything will be finished before Friday.

Neither the Thursday booking nor completion before the event is confirmed.

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04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: State of the surface or soil at the site. Which term fits?

B. ground condition

A Not here. crew availability: Whether the required workers are available. The usual combination is "confirm crew availability".

B Correct. ground condition: State of the surface or soil at the site. The usual combination is "review the ground condition".

C Not here. revised schedule: Changed arrangement for when work occurs. The usual combination is "confirm a revised schedule".

D Not here. provisional suggestion: Idea offered before arrangements are confirmed. The usual combination is "label a provisional suggestion".

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D4. Rebuild the exchange from "A suggested day is not a booking". Joel: "I'm not asking you to ignore the site conditions. I just need to know what arrangements I can rely on." Imani: [missing response] Joel: "Can we ask for an update before Wednesday lunchtime? Friday morning would be too late for my planning." Which response belongs in the gap?

B. I will relay that customer constraint clearly. Friday is your event date; it is not a completion commitment that we have made, and I should keep those separate.

A Not here. This line belongs to turn 20, after Joel says: "Thanks. Work paused, Thursday suggested, update requested by Wednesday noon, event Friday. I'll keep those separate." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Imani's response in turn 6. It connects Joel's preceding point with Joel's follow-up. Customer constraint is the Friday event, which affects planning but does not authorize resuming work or promise completion.

C Not here. This line belongs to turn 18, after Joel says: "Please request Wednesday noon and flag Friday. I won't tell the organizer Thursday is booked." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Joel says: "Please include the Friday event in the message. That's why I need the scheduling answer." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 40](#)

E / Conversation

1. work status

Turn 2. Work status is paused because of site conditions after rain; the conversation does not establish completion or resumption.

04 / Answers and explanations / continued

2. tentative date

Turn 4. Tentative date describes Thursday as a suggestion rather than a confirmed return visit or guaranteed completion date.

3. customer constraint

Turn 6. Customer constraint is the Friday event, which affects planning but does not authorize resuming work or promise completion.

4. scheduling update

Turn 8. Scheduling update is the information Imani can request by Wednesday noon; it is not the work itself.

5. confirmation status

Turn 10. Confirmation status keeps Thursday open because the office has not established crew availability or a confirmed return arrangement.

6. event deadline

Turn 12. Event deadline records Friday as the customer's planning constraint without treating it as an agreed service deadline.

7. resumption

Turn 14. Resumption means restarting paused work; a proposed date alone does not authorize it or establish suitable conditions.

8. outstanding check

Turn 16. Outstanding check is crew availability, which remains unresolved and must not be silently treated as confirmed.

9. office coordinator

Turn 18. Office coordinator is the scheduling contact who receives the event constraint and the requested communication time.

10. service interruption

Turn 20. Service interruption refers to the paused planned work, with a suggested return day and an unresolved scheduling arrangement.

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04 / Answers and explanations / continued

F / Accuracy and scope

F1. What should Imani send the office?

C. The Friday event detail and a request for a scheduling update by Wednesday noon

These are the customer constraint and communication request actually supported by the case.

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F2. What does unconfirmed availability mean?

B. The crew arrangement still needs verification

Unconfirmed preserves the open check rather than asserting availability or unavailability.

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F / Guided speaking

1. paused

Lead: The work remains paused because of the site conditions.

Turn 1. Paused is the stated work status after rain affected the site.

2. suggested

Customer: Thursday is suggested, not confirmed.

Turn 2. Thursday was proposed by the office, but crew availability remains unconfirmed.

3. noon

Lead: I will request an update by Wednesday noon.

Turn 3. Noon completes the requested Wednesday communication time, not a work deadline.

4. Friday

Customer: My event is on Friday.

Turn 4. Friday is the event date and does not establish a completion guarantee.

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04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A suggested day is not a booking". Joel: "Has the pause actually been lifted, or is Thursday just a calendar suggestion at this stage?" Imani: [missing response] Joel: "I'd prefer an honest unresolved update to a date that sounds certain and then falls through." Which response belongs in the gap?

A. The suggestion does not establish resumption. The pause remains the current status, and I will not present a calendar suggestion as permission to restart the work.

A Correct. This is Imani's response in turn 14. It connects Joel's preceding point with Joel's follow-up. Resumption means restarting paused work; a proposed date alone does not authorize it or establish suitable conditions.

B Not here. This line belongs to turn 4, after Joel says: "Thursday sounded definite when I heard it. Is a crew assigned, or was it only a possible day?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Joel says: "I heard Thursday mentioned. We've got an event on Friday; can I tell the organizer the work will be finished?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Joel says: "Can we ask for an update before Wednesday lunchtime? Friday morning would be too late for my planning." It addresses that point, not the missing turn in the supplied exchange.

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05 / Answers and explanations

A / Read the situation

A1. What did Leila observe?

D. Standing water beside the east bed at 09:15

The observation is standing water at the stated place and time, not a confirmed fault.

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A2. What has not occurred?

B. An irrigation-system check

The case explicitly says no system check has occurred.

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A3. Who can arrange review?

A. Grounds lead Marco

Marco is the lead who can arrange review, but no repair appointment is confirmed.

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D / Response choices

D1. Which report is supported?

B. Standing water beside the east bed near zone 3 at 09:15; cause unknown.

Only the visible water, location, time, and unknown cause are established.

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D2. How should Leila answer the pipe question?

B. I cannot confirm that; no system check has occurred.

The response preserves uncertainty without asserting or excluding an untested cause.

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05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Defined area or circuit served as part of an irrigation system. Which term fits?

A. irrigation zone

A Correct. irrigation zone: Defined area or circuit served as part of an irrigation system. The usual combination is "identify irrigation zone 3".

B Not here. precipitation rate: Irrigation application depth per unit of time, commonly millimeters or inches per hour. The usual combination is "compare precipitation rates".

C Not here. drainage: Movement or removal of water from an area. The usual combination is "describe a drainage concern".

D Not here. suspected cause: Possible explanation that has not been established. The usual combination is "distinguish a suspected cause".

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D4. Rebuild the exchange from "Standing water beside the east bed". Evan: "Has anyone checked the system? I don't want to tell the office it's a pipe problem if they've already found something else." Leila: [missing response] Evan: "Please include the time you saw it. The patch may look different by the time someone comes to review it." Which response belongs in the gap?

B. No system check has happened yet. I'll include that in the report so it isn't mistaken for an inspection result.

A Not here. This line belongs to turn 12, after Evan says: "Who should get the report? I'd like someone to take the next step rather than have it passed around without an owner." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Leila's response in turn 6. It connects Evan's preceding point with Evan's follow-up. System check has not occurred, so no test result or confirmed cause can be included in the report.

C Not here. This line belongs to turn 2, after Evan says: "There's water beside the east bed. Could a pipe be broken? I'm worried it might be more than a wet patch." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Evan says: "Could the note actually say cause unknown? I don't want a message about a possible leak shortened to leak confirmed." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. standing water

Turn 2. Standing water names the visible condition without identifying the cause or proving a pipe failure.

05 / Answers and explanations / continued

2. irrigation zone

Turn 4. Irrigation zone identifies the nearby numbered area; proximity does not establish that the zone is faulty.

3. system check

Turn 6. System check has not occurred, so no test result or confirmed cause can be included in the report.

4. observation time

Turn 8. Observation time is 09:15, when Leila saw the water; it is not a failure time or inspection appointment.

5. suspected cause

Turn 10. Suspected cause preserves Evan's pipe question as a possibility rather than a diagnosis or established finding.

6. review owner

Turn 12. Review owner identifies Marco as the person who can arrange review of the reported condition.

7. visible condition

Turn 14. Visible condition is the water Leila observed; reporting it does not establish a repair booking or technical conclusion.

8. confirmed fault

Turn 16. Confirmed fault would claim a problem had been established through checking; no such finding exists in the case.

9. site location

Turn 18. Site location is beside the east bed near zone 3, which distinguishes this observation from other planting beds.

10. inspection request

Turn 20. Inspection request asks for review of the observation; it does not mean an inspection or repair has already happened.

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05 / Answers and explanations / continued

F / Accuracy and scope

F1. Which detail must not be silently changed?

A. Near zone 3 must not become a confirmed fault in zone 3.

A location reference does not establish that the nearby system zone caused the water.

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F2. Which next step is accurate?

D. Refer the observation to Marco, who can arrange review.

The lead can arrange review, while inspection findings and repair arrangements remain unknown.

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F / Guided speaking

1. water

Worker: I observed standing water beside the east bed.

Turn 1. Water is the visible condition reported, not a confirmed damaged component.

2. 09:15

Worker: The observation time was 09:15.

Turn 2. This is when Leila saw the condition, not when a fault began.

3. 3

Worker: The area is near zone 3.

Turn 3. Zone 3 is the location reference, not proof of a faulty zone.

4. unknown

Worker: The cause is unknown; no system check has occurred.

Turn 4. No examination has established the cause of the standing water.

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05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Standing water beside the east bed". Evan: "So we're asking for it to be checked. That doesn't mean there's already a repair crew booked to come here?" Leila: [missing response] Evan: "Could the note actually say cause unknown? I don't want a message about a possible leak shortened to leak confirmed." Which response belongs in the gap?

D. Correct. We're reporting a visible condition and requesting review. No repair or attendance time has been confirmed.

A Not here. This line belongs to turn 16, after Evan says: "Could the note actually say cause unknown? I don't want a message about a possible leak shortened to leak confirmed." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Evan says: "Who should get the report? I'd like someone to take the next step rather than have it passed around without an owner." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Evan says: "Has anyone checked the system? I don't want to tell the office it's a pipe problem if they've already found something else." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Leila's response in turn 14. It connects Evan's preceding point with Evan's follow-up. Visible condition is the water Leila observed; reporting it does not establish a repair booking or technical conclusion.

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06 / Answers and explanations

A / Read the situation

A1. What quantity is listed and what arrived?

D. Eight bags listed; six delivered; two short

Subtracting six delivered bags from eight listed bags gives a two-bag shortage.

[Return to the exercise, page 58](#)

A2. Which description raises a second question?

D. Natural brown on the delivered label versus the approved dark sample

The delivered label differs from the requested dark description and approved sample.

[Return to the exercise, page 58](#)

A3. What is the next step?

D. Office query to the supplier about both discrepancies

The office will query both quantity and description without assuming substitution or coverage approval.

[Return to the exercise, page 58](#)

D / Response choices

D1. Which calculation is correct?

B. Eight requested minus six delivered equals two bags short.

Comparing the expected and received counts shows a shortage of two bags.

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D2. Which statement preserves the color issue?

C. The label says natural brown, while the approved sample was dark.

The statement compares the actual label with the approved reference without claiming a match.

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06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Amount actually received. Which term fits?

B. delivered quantity

A Not here. substitute material: Product proposed instead of the specified material. The usual combination is "seek approval for substitute material".

B Correct. delivered quantity: Amount actually received. The usual combination is "record the delivered quantity".

C Not here. replacement request: Request for an appropriate replacement product. The usual combination is "discuss a replacement request".

D Not here. natural brown: Color description on the delivered bags in this case. The usual combination is "record the natural-brown label".

[Return to the exercise, page 62](#)

D4. Rebuild the exchange from "Six bags and the wrong label". Mira: "If the color is acceptable, could six bags cover the beds? Or are we short of what the job needs?"

Dev: [missing response] Mira: "Please keep eight as the ordered quantity. Six is what arrived, not what I asked for." Which response belongs in the gap?

B. I cannot promise coverage from the count alone. We need to keep the missing quantity separate from the question of whether this material matches what you approved.

A Not here. This line belongs to turn 2, after Mira says: "We expected eight bags of dark mulch. I'm counting fewer, and these labels say natural brown. Can you check?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Dev's response in turn 6. It connects Mira's preceding point with Mira's follow-up. Coverage depends on information not supplied here; six bags cannot be declared sufficient simply because they arrived.

C Not here. This line belongs to turn 10, after Mira says: "Could you include the actual sample in the query? The color word alone isn't the reference I approved." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Mira says: "What happens next? I don't want the crew using it on the assumption that it's close enough." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 62](#)

E / Conversation

1. bag count

Turn 2. Bag count is six delivered bags, which must be compared with the eight bags listed in the job.

06 / Answers and explanations / continued

2. product label

Turn 4. Product label supplies the delivered description natural brown; it does not explain why that material was delivered.

3. coverage

Turn 6. Coverage depends on information not supplied here; six bags cannot be declared sufficient simply because they arrived.

4. requested quantity

Turn 8. Requested quantity remains eight bags; receiving six does not amend the original job requirement.

5. approved sample

Turn 10. Approved sample is the dark reference Mira accepted; the delivered label has not been verified against it as a match.

6. supplier query

Turn 12. Supplier query is the agreed next route for investigating both quantity and material description, without assuming acceptance.

7. replacement request

Turn 14. Replacement request is not yet confirmed as an order or delivery arrangement; the current step is a supplier query.

8. Substitution approval

Turn 16. Substitution approval has not been given; asking about possibilities does not authorize an alternative material.

9. quantity discrepancy

Turn 18. Quantity discrepancy is two bags short, while the material-description discrepancy remains a separate unresolved issue.

10. acceptance

Turn 20. Acceptance of the delivery is not established; the office must resolve the quantity and material questions through the supplier.

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06 / Answers and explanations / continued

F / Accuracy and scope

F1. How should Dev answer whether six bags are enough?

A. I cannot promise coverage from the information we have.

The case lacks the measurements and application information needed for a coverage promise.

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F2. What belongs in the supplier query?

D. Both the two-bag shortage and the material-description discrepancy

Both unresolved differences need review; neither acceptance nor replacement timing is established.

[Return to the exercise, page 66](#)

F / Guided speaking

1. eight

Worker: The job requires eight bags of dark mulch.

Turn 1. Eight is the requested quantity and remains unchanged by the delivery.

2. six

Worker: We received six bags.

Turn 2. Six is the delivered count, not a revised order quantity.

3. two

Worker: We are two bags short.

Turn 3. Eight requested minus six delivered leaves a shortage of two bags.

4. brown

Worker: The label says natural brown; substitution is not approved.

Turn 4. Natural brown is the delivered description, which differs from the dark reference.

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06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Six bags and the wrong label". Mira: "Are we ordering a replacement now, or just asking the supplier to explain the delivery?" Dev: [missing response] Mira: "All right. I'm asking about options, not accepting a smaller quantity or a different material." Which response belongs in the gap?

A. No replacement request has been confirmed as an order. I also do not have a replacement delivery time to give you now.

A Correct. This is Dev's response in turn 14. It connects Mira's preceding point with Mira's follow-up. Replacement request is not yet confirmed as an order or delivery arrangement; the current step is a supplier query.

B Not here. This line belongs to turn 4, after Mira says: "My approved sample was dark. Does natural brown mean someone changed the specification, or don't we know yet?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Mira says: "We expected eight bags of dark mulch. I'm counting fewer, and these labels say natural brown. Can you check?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Mira says: "Please keep eight as the ordered quantity. Six is what arrived, not what I asked for." 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. What can Amir see?

C. Clippings beside the front steps

The worker can see clippings in the front-step area identified by the customer.

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A2. Which area is included?

C. The front steps within the listed cleanup area

The front steps fall within the listed cleanup area, while the rear patio is excluded.

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A3. What can the lead organize?

A. The missed front cleanup

The lead can organize correction of the missed included work without adding wider tasks.

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D / Response choices

D1. Which opening best acknowledges the evidence?

D. I can see clippings beside the front steps, within the cleanup area.

The opening recognizes the directly visible problem in the included area.

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D2. Which scope statement is accurate?

A. The lead can organize missed front cleanup; the rear patio remains excluded.

Correcting the included task does not change the excluded status of the rear patio.

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07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Paved outdoor area at the back of the property. Which term fits?

C. rear patio

A Not here. completion status: Whether the relevant work is finished. The usual combination is "correct the completion status".

B Not here. corrective visit: Later attendance intended to address a problem. The usual combination is "discuss a corrective visit".

C Correct. rear patio: Paved outdoor area at the back of the property. The usual combination is "distinguish the rear patio".

D Not here. correction request: Request to put an identified problem right. The usual combination is "pass a correction request".

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D4. Rebuild the exchange from "Clippings beside the front steps". Hazel: "Can the lead arrange for that bit to be put right? I'm asking for the work we already booked." Amir: [missing response] Hazel: "While they're dealing with it, could they clear the rear patio too? It would help to have both areas done." Which response belongs in the gap?

B. Yes, the lead can organize the missed cleanup at the front. I'll give the exact location rather than a general message about the garden.

A Not here. This line belongs to turn 8, after Hazel says: "While they're dealing with it, could they clear the rear patio too? It would help to have both areas done." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Amir's response in turn 6. It connects Hazel's preceding point with Hazel's follow-up. Missed cleanup is an included front-area task left incomplete, which the lead can arrange to address.

C Not here. This line belongs to turn 16, after Hazel says: "I'm not saying nothing was done. The issue I'm showing you is this unfinished part of the path cleanup." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Hazel says: "The cleanup beside the front steps hasn't been finished. There are still clippings there, and that area was included, wasn't it?" It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. clippings

Turn 2. Clippings are the visible remaining material beside the front steps, supporting the report of incomplete cleanup.

07 / Answers and explanations / continued

2. completion status

Turn 4. Completion status of the identified front cleanup is incomplete; leaving the site does not prove that task was finished.

3. missed cleanup

Turn 6. Missed cleanup is an included front-area task left incomplete, which the lead can arrange to address.

4. rear patio

Turn 8. Rear patio is excluded from this booking and does not become included through the front-cleanup correction request.

5. scope boundary

Turn 10. Scope boundary keeps the missed included front cleanup separate from the customer's additional rear-patio request.

6. return time

Turn 12. Return time is not supplied, so Amir cannot promise an exact attendance time for the correction.

7. observation record

Turn 14. Observation record preserves what Amir directly saw, rather than treating the concern as an unsupported general complaint.

8. correction request

Turn 16. Correction request concerns the specific missed front cleanup; it should not claim that every task or area was defective.

9. Resolution

Turn 18. Resolution requires the issue to be addressed; merely passing a message to the lead does not establish that outcome.

10. follow-up arrangement

Turn 20. Follow-up arrangement is still to be organized for the missed front cleanup; no wider task or exact time is agreed.

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07 / Answers and explanations / continued

F / Accuracy and scope

F1. Which status should not be recorded yet?

D. Resolved and fully corrected

No completed correction or verified resolution has occurred in the supplied facts.

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F2. What belongs in the correction request?

B. The exact front-step location, visible clippings, included scope, and pending follow-up

These details preserve the observed problem, its scope, and the unresolved arrangement.

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F / Guided speaking

1. steps

Worker: Clippings remain beside the front steps.

Turn 1. The steps are the exact location of the visible missed cleanup.

2. included

Customer: That area was included in the booking.

Turn 2. The front-step area belongs to the listed cleanup scope.

3. excluded

Worker: The rear patio remains excluded.

Turn 3. The patio is outside the booking and is not automatically added.

4. unconfirmed

Worker: The lead can organize correction; the return time is unconfirmed.

Turn 4. No exact return time is supplied, even though the lead can organize correction.

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07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Clippings beside the front steps". Hazel: "Please mention that you saw the clippings yourself. That may make the note clearer than just saying I complained." Amir: [missing response] Hazel: "I'm not saying nothing was done. The issue I'm showing you is this unfinished part of the path cleanup." Which response belongs in the gap?

C. The observation record will say clippings beside the front steps, inside the listed cleanup area. That's the part I've directly seen.

A Not here. This line belongs to turn 12, after Hazel says: "Do you have a time for someone to return? I can plan around it once it's actually arranged." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Hazel says: "Thank you for looking. I was worried I'd just be told the crew had left, so everything must be complete." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Amir's response in turn 14. It connects Hazel's preceding point with Hazel's follow-up. Observation record preserves what Amir directly saw, rather than treating the concern as an unsupported general complaint.

D Not here. This line belongs to turn 10, after Hazel says: "That's fair. Please don't let the patio question distract from the missed work beside the steps. That's the concern I'm reporting." 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 work is complete?

B. Front-path leaf clearance

The case confirms only that the front-path leaves are cleared.

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A2. What happened to the rear-bed review?

B. The lead deferred it; no planting or diagnosis was done

The lead deferred the review, leaving both planting and diagnosis unperformed.

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A3. What does the customer request?

B. A callback about the rear bed before Friday

The requested deadline concerns a callback, not an agreed site visit or completed work.

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D / Response choices

D1. Which handoff preserves the two work statuses?

D. Front-path leaves cleared; rear-bed review deferred; no planting or diagnosis.

The handoff distinguishes the completed front task from the unperformed rear review.

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D2. What does before Friday refer to?

A. The requested callback

The customer requested communication before Friday, not an appointment or work-completion promise.

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08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Planting area at the back of the site. Which term fits?

C. rear bed

A Not here. follow-up contact: Later communication about an unresolved matter. The usual combination is "arrange follow-up contact".

B Not here. communication request: Request for information or contact. The usual combination is "pass a communication request".

C Correct. rear bed: Planting area at the back of the site. The usual combination is "identify the rear bed".

D Not here. scheduling owner: Person responsible for arranging dates or contact. The usual combination is "identify the scheduling owner".

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D4. Rebuild the exchange from "A clear path and an open bed review". Rosa: "The customer wants a callback about the rear bed before Friday. Please keep that timing with the request." Ava: [missing response] Rosa: "No visit is booked. They want a call about the next step, not a confirmed attendance on Friday." Which response belongs in the gap?

D. I have the callback deadline as before Friday. Does the customer already have a booked visit, or is the request only for contact about the next step?

A Not here. This line belongs to turn 2, after Rosa says: "Ava, Pine Court handover: the front-path leaves are cleared. The rear-bed review needs to stay open." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 20, after Rosa says: "Thanks. The path can be marked complete without making the unfinished rear review disappear." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Rosa says: "You'll take the scheduling follow-up, correct? I want the next reader to know who owns it." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Ava's response in turn 6. It connects Rosa's preceding point with Rosa's follow-up. Callback deadline is the customer's request for contact before Friday; it is not a confirmed work or visit deadline.

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E / Conversation

1. completed task

Turn 2. Completed task is front-path leaf clearance only; it does not include rear-bed assessment, planting, or diagnosis.

08 / Answers and explanations / continued

2. deferred review

Turn 4. Deferred review means the assessment was postponed, not completed with a finding or converted into planting work.

3. callback deadline

Turn 6. Callback deadline is the customer's request for contact before Friday; it is not a confirmed work or visit deadline.

4. appointment status

Turn 8. Appointment status remains unbooked; the callback request cannot be treated as confirmation of physical attendance.

5. pending item

Turn 10. Pending item is the rear-bed review and its follow-up, which must remain visible alongside the completed front task.

6. scheduling owner

Turn 12. Scheduling owner identifies Ava's responsibility for arrangements; it does not imply that she has already booked a date.

7. review outcome

Turn 14. Review outcome is absent because the rear-bed assessment was deferred and no diagnosis was performed.

8. communication request

Turn 16. Communication request is a callback about the rear bed before Friday, distinct from a booked visit or completed grounds work.

9. open action

Turn 18. Open action is the unresolved scheduling follow-up on the callback request; it is not evidence that contact has already happened.

10. closeout

Turn 20. Closeout of all work would be inaccurate because the rear-bed review and requested follow-up remain unresolved.

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08 / Answers and explanations / continued

F / Accuracy and scope

F1. Which appointment statement is supported?

D. Ava owns scheduling, but no visit date is booked.

Responsibility for scheduling does not establish that an appointment has been made.

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F2. Which closure would misstate the case?

D. Entire visit closed with all follow-up complete

A pending review and callback request remain, so all follow-up cannot be declared complete.

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F / Guided speaking

1. cleared

Worker: The front-path leaves are cleared.

Turn 1. Cleared confirms the completed front-path task, not all work at the site.

2. deferred

Coordinator: The rear-bed review was deferred by the lead.

Turn 2. Deferred means postponed; no planting or diagnosis was performed there.

3. Friday

Worker: The customer requests a callback before Friday.

Turn 3. Friday belongs to the requested callback deadline, not a booked attendance date.

4. booked

Coordinator: I own scheduling, but no visit is booked.

Turn 4. Scheduling responsibility exists, while the actual visit date remains unconfirmed.

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08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A clear path and an open bed review". Rosa: "Please keep deferred as the lead's decision. It wasn't a diagnosis that planting or treatment was needed." Ava: [missing response] Rosa: "Could you read the timing back? Before Friday means the callback request, not completed bed work." Which response belongs in the gap?

B. I will not invent a review outcome. The note will describe the deferral and the absence of planting or diagnosis, rather than supply a reasoned finding we do not have.

A Not here. This line belongs to turn 2, after Rosa says: "Ava, Pine Court handover: the front-path leaves are cleared. The rear-bed review needs to stay open." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ava's response in turn 14. It connects Rosa's preceding point with Rosa's follow-up. Review outcome is absent because the rear-bed assessment was deferred and no diagnosis was performed.

C Not here. This line belongs to turn 20, after Rosa says: "Thanks. The path can be marked complete without making the unfinished rear review disappear." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 6, after Rosa says: "The customer wants a callback about the rear bed before Friday. Please keep that timing with the request." 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: Upkeep of outdoor areas and landscape features. Which term fits?

A. grounds maintenance

A Correct. grounds maintenance: Upkeep of outdoor areas and landscape features. The usual combination is "discuss grounds maintenance".

B Not here. rear hedge: Row of shrubs at the back of the site. The usual combination is "identify the rear hedge".

C Not here. site visit: Attendance at a location for defined work or assessment. The usual combination is "confirm the site visit".

D Not here. service date: Day on which agreed work is scheduled. The usual combination is "confirm the service date".

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2. A colleague needs the term for this meaning: On the far side of the named fence. Which term fits?

D. beyond the fence

A Not here. scope extension: Proposed expansion of the assigned work area or tasks. The usual combination is "request a scope extension".

B Not here. clearance request: Request to remove vegetation or debris from a specified area. The usual combination is "define the clearance request".

C Not here. work-plan limit: Endpoint of the area covered by the current assigned work. The usual combination is "confirm the work-plan limit".

D Correct. beyond the fence: On the far side of the named fence. The usual combination is "clarify beyond the fence".

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Review 1 / Explanations / continued

3. Rebuild the exchange from "A hedge request during a lawn visit". Ben: "All right. Could it happen later this week, or do they need to check the schedule before you can say?" Asha: [missing response] Ben: "Please don't tell the other residents it's booked yet. They'll expect someone to turn up if they hear a definite day." Which response belongs in the gap?

A. The service date still needs checking. I can relay your request, but I can't confirm a hedge appointment for this week.

A Correct. This is Asha's response in turn 10. It connects Ben's preceding point with Ben's follow-up. Service date for the hedge remains unconfirmed and must not be presented as an appointment this week.

B Not here. This line belongs to turn 6, after Ben says: "Please tell the office it's the hedge at the back. I'm not asking for shaping around the front lawn." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 20, after Ben says: "Thanks. Please refer the hedge separately. I'll wait for the office to discuss the price and a possible day." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Ben says: "Could you shape the rear hedge while you're here? I'd assumed the grounds visit covered that as well as the lawn." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "The plan stops at the fence". Rosa: "Could you read back the exact area? I don't mean everything behind the property." Kai: [missing response] Rosa: "That's the request. Please keep the uncertainty in the referral, and I'll wait for the office." Which response belongs in the gap?

A. You request clearance of the strip beyond the fence. Ownership is unconfirmed, and no permission or extension of the current work area has been established here.

A Correct. This is Kai's response in turn 18. It connects Rosa's preceding point with Rosa's follow-up. Beyond the fence precisely locates the additional area outside the current work-plan limit.

B Not here. This line belongs to turn 2, after Rosa says: "Could you clear the strip beyond the rear fence? I think it's probably ours, but I'm not certain." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Rosa says: "Yes, that narrow strip on the far side. The fence looks as though it's inside the edge, but I haven't confirmed it." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 6, after Rosa says: "I'd hoped you could include it while the crew was here. Does asking now change the work area?" It addresses that point, not the missing turn in the supplied exchange.

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Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Individual plant grown as a distinct feature. Which term fits?

C. specimen plant

A Not here. reference point: Fixed feature used to clarify a location. The usual combination is "use a reference point".

B Not here. tidy up: Informal request to make something look neater. The usual combination is "clarify what tidy up means".

C Correct. specimen plant: Individual plant grown as a distinct feature. The usual combination is "identify the specimen plant".

D Not here. branch: Woody growth extending from a stem or trunk. The usual combination is "identify the branch".

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2. A colleague needs the term for this meaning: Proposed day that is not yet confirmed. Which term fits?

D. tentative date

A Not here. weather pause: Temporary stop associated with weather-related conditions. The usual combination is "explain a weather pause".

B Not here. completion date: Day on which work is expected or agreed to finish. The usual combination is "avoid an unsupported completion date".

C Not here. update target: Requested time for the next communication. The usual combination is "specify the update target".

D Correct. tentative date: Proposed day that is not yet confirmed. The usual combination is "state a tentative date".

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Review 2 / Explanations / continued

3. Rebuild the exchange from "The plan stops at the fence". Rosa: "Does the fence position help? The planting continues past it, but that may not tell us much." Kai: [missing response] Rosa: "All right. I'd rather check than ask you to clear land that turns out not to be ours." Which response belongs in the gap?

B. The fence alignment alone does not settle ownership here. A planting pattern is not enough for me to make a property-line determination either.

A Not here. This line belongs to turn 6, after Rosa says: "I'd hoped you could include it while the crew was here. Does asking now change the work area?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Kai's response in turn 10. It connects Rosa's preceding point with Rosa's follow-up. Fence alignment is an observed location feature and does not establish ownership or the property's legal limit in this case.

C Not here. This line belongs to turn 8, after Rosa says: "Please keep probably in the note. I don't want it recorded as though I've established ownership." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Rosa says: "Could you clear the strip beyond the rear fence? I think it's probably ours, but I'm not certain." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "A suggested day is not a booking". Joel: "Please request Wednesday noon and flag Friday. I won't tell the organizer Thursday is booked." Imani: [missing response] Joel: "Thanks. Work paused, Thursday suggested, update requested by Wednesday noon, event Friday. I'll keep those separate." Which response belongs in the gap?

B. I will pass both details to the office coordinator. Requesting the update does not mean the office has already accepted the deadline, so I will describe it accurately.

A Not here. This line belongs to turn 12, after Joel says: "Please include the Friday event in the message. That's why I need the scheduling answer." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Imani's response in turn 18. It connects Joel's preceding point with Joel's follow-up. Office coordinator is the scheduling contact who receives the event constraint and the requested communication time.

C Not here. This line belongs to turn 20, after Joel says: "Thanks. Work paused, Thursday suggested, update requested by Wednesday noon, event Friday. I'll keep those separate." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 6, after Joel says: "I'm not asking you to ignore the site conditions. I just need to know what arrangements I can rely on." 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: Artificial supply of water to plants or land. Which term fits?

A. irrigation

A Correct. irrigation: Artificial supply of water to plants or land. The usual combination is "discuss the irrigation system".

B Not here. inspection request: Request for examination of a condition or system. The usual combination is "pass an inspection request".

C Not here. controller: Device managing system operation settings or timing. The usual combination is "refer to the controller".

D Not here. visible condition: State that can be directly seen. The usual combination is "report the visible condition".

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2. A colleague needs the term for this meaning: Words identifying the intended or labeled color. Which term fits?

A. color description

A Correct. color description: Words identifying the intended or labeled color. The usual combination is "check the color description".

B Not here. mulch: Material placed over a soil surface for a specified landscape purpose. The usual combination is "confirm the mulch specification".

C Not here. delivery record: Document or entry describing a delivery. The usual combination is "check the delivery record".

D Not here. quantity discrepancy: Difference between expected and actual amounts. The usual combination is "report a quantity discrepancy".

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Review 3 / Explanations / continued

3. Rebuild the exchange from "A suggested day is not a booking". Joel: "So Wednesday noon is the update request, and Thursday is still only the possible return day." Imani: [missing response] Joel: "Please include the Friday event in the message. That's why I need the scheduling answer." Which response belongs in the gap?

A. Exactly. The confirmation status of Thursday remains open. The office still needs to check availability before a return arrangement can be confirmed.

A Correct. This is Imani's response in turn 10. It connects Joel's preceding point with Joel's follow-up. Confirmation status keeps Thursday open because the office has not established crew availability or a confirmed return arrangement.

B Not here. This line belongs to turn 4, after Joel says: "Thursday sounded definite when I heard it. Is a crew assigned, or was it only a possible day?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Joel says: "I'd prefer an honest unresolved update to a date that sounds certain and then falls through." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Joel says: "I heard Thursday mentioned. We've got an event on Friday; can I tell the organizer the work will be finished?" It addresses that point, not the missing turn in the supplied exchange.

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Review 3 / Explanations / continued

4. Rebuild the exchange from "Six bags and the wrong label". Mira: "Can you summarize both issues? I don't want the missing two bags to hide the color question." Dev: [missing response] Mira: "Please send both points. We still don't know whether the material matches or whether six bags could cover the beds." Which response belongs in the gap?

A. The quantity discrepancy is eight requested against six delivered. Separately, the delivered label says natural brown while your approved sample and the job request are dark.

A Correct. This is Dev's response in turn 18. It connects Mira's preceding point with Mira's follow-up. Quantity discrepancy is two bags short, while the material-description discrepancy remains a separate unresolved issue.

B Not here. This line belongs to turn 2, after Mira says: "We expected eight bags of dark mulch. I'm counting fewer, and these labels say natural brown. Can you check?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 10, after Mira says: "Could you include the actual sample in the query? The color word alone isn't the reference I approved." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Mira says: "All right. I'm asking about options, not accepting a smaller quantity or a different material." 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: Steps at the front entrance of the property. Which term fits?

A. front steps

A Correct. front steps: Steps at the front entrance of the property. The usual combination is "locate the front steps".

B Not here. workmanship: Quality of work performed. The usual combination is "discuss a workmanship concern".

C Not here. incomplete task: Assigned work that has not been fully carried out. The usual combination is "identify the incomplete task".

D Not here. service recovery: Action to address a problem in delivered service. The usual combination is "discuss service recovery".

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2. A colleague needs the term for this meaning: Requested or agreed latest time for a return call. Which term fits?

D. callback deadline

A Not here. lead decision: Direction made by the person supervising the work. The usual combination is "record the lead decision".

B Not here. appointment status: Whether a visit is booked, proposed, or unresolved. The usual combination is "confirm appointment status".

C Not here. handover: Transfer of relevant work information and responsibility. The usual combination is "give a clear handover".

D Correct. callback deadline: Requested or agreed latest time for a return call. The usual combination is "preserve the callback deadline".

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Review 4 / Explanations / continued

3. Rebuild the exchange from "Six bags and the wrong label". Mira: "Could you include the actual sample in the query? The color word alone isn't the reference I approved." Dev: [missing response] Mira: "What happens next? I don't want the crew using it on the assumption that it's close enough." Which response belongs in the gap?

C. I will refer to the approved sample as well as the job description. I am not confirming a match between that sample and the delivered bags.

A Not here. This line belongs to turn 2, after Mira says: "We expected eight bags of dark mulch. I'm counting fewer, and these labels say natural brown. Can you check?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 18, after Mira says: "Can you summarize both issues? I don't want the missing two bags to hide the color question." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Dev's response in turn 10. It connects Mira's preceding point with Mira's follow-up. Approved sample is the dark reference Mira accepted; the delivered label has not been verified against it as a match.

D Not here. This line belongs to turn 16, after Mira says: "All right. I'm asking about options, not accepting a smaller quantity or a different material." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "A clear path and an open bed review". Rosa: "That's right. Any later visit still needs arranging; we've only passed the request for contact." Ava: [missing response] Rosa: "Thanks. The path can be marked complete without making the unfinished rear review disappear." Which response belongs in the gap?

D. I will retain that as an open action. The record will name me as the owner and will not say the callback has already happened.

A Not here. This line belongs to turn 4, after Rosa says: "The lead deferred the rear review. No planting or diagnosis was done there; I've no finding to pass on." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 16, after Rosa says: "Could you read the timing back? Before Friday means the callback request, not completed bed work." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Rosa says: "No visit is booked. They want a call about the next step, not a confirmed attendance on Friday." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Ava's response in turn 18. It connects Rosa's preceding point with Rosa's follow-up. Open action is the unresolved scheduling follow-up on the callback request; it is not evidence that contact has already happened.

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Additional case 1 / Explanations

Extended conversation

1. gross area

Turn 2. The two non-overlapping rectangles have areas twenty-four and twelve square meters, totaling thirty-six before exclusions.

2. net area

Turn 4. Thirty-six square meters minus four square meters of exclusions leaves thirty-two square meters requiring the new layer.

3. volume

Turn 6. Thirty-two square meters multiplied by 0.05 meters gives 1.6 cubic meters, equivalent to 1,600 liters.

4. allowance

Turn 8. Ten percent of the 1,600-liter net volume is 160 liters; the purchasing target becomes 1,760 liters.

5. round up

Turn 10. The 35.2-bag purchasing target requires thirty-six whole bags; rounding down to thirty-five would provide only 1,750 liters.

6. rounding surplus

Turn 12. The whole-bag order supplies 1,800 liters, forty above the 1,760-liter purchasing target; it is separate from the allowance itself.

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Transfer exchange

1. 720

Worker: The net volume is 720 liters.

Turn 1. Eighteen square meters times 0.04 meters equals 0.72 cubic meters, or 720 liters.

Additional case 1 / Explanations / continued

2. 756

Estimator: Including five percent, the purchasing target is 756 liters.

Turn 2. Five percent of 720 is 36; adding it gives a target of 756 liters.

3. nineteen

Worker: The rounded order quantity is nineteen bags.

Turn 3. 756 divided by 40 is 18.9, which rounds upward to nineteen whole bags.

4. four

Estimator: Whole bags provide four liters beyond that purchasing target.

Turn 4. Nineteen forty-liter bags supply 760 liters; subtracting 756 leaves four liters of rounding surplus.

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Additional case 2 / Explanations

Extended conversation

1. botanical name

Turn 2. The botanical name *Lavandula angustifolia* identifies the species here; the schedule also specifies a particular cultivar within it.

2. cultivar

Turn 4. Hidcote and Munstead are different named cultivars; matching species and common name do not make the delivered selection identical.

3. specification discrepancy

Turn 6. Four delivered plants carry Munstead labels rather than the specified Hidcote, even though the overall plant count is twelve.

4. container volume

Turn 8. The 2 L marking describes the stated container volume, not plant height, mature spread, or a guarantee of overall quality.

5. container label

Turn 10. The container-size marking matches the supplied 2 L requirement but does not resolve the different cultivar labels.

6. substitution

Turn 12. Using Munstead in place of Hidcote would be a change to the specified selection and requires the actual approval process.

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Transfer exchange

1. six

Worker: six plants match both the specified cultivar and container label.

Turn 1. Only the six Munstead plants in three-liter containers match both supplied requirements.

Additional case 2 / Explanations / continued

2. container size

Lead: Two Munstead plants have a container size discrepancy.

Turn 2. Those two have the requested cultivar but two-liter rather than three-liter containers.

3. cultivar

Worker: Two three-liter plants have a cultivar discrepancy.

Turn 3. The Hidcote plants have the stated container size but not the specified Munstead cultivar.

4. ten

Lead: The total delivered count is ten .

Turn 4. Six plus two plus two equals ten delivered plants, despite only six matching both label requirements.

[Return to the conversation, page 100](#)

Additional case 3 / Explanations

Extended conversation

1. mean depth

Turn 2. Four readings at each of 10, 12, 14, and 16 mm total 208 mm; dividing by sixteen gives a mean of 13 mm.

2. precipitation rate

Turn 4. Thirteen millimeters in twenty minutes corresponds to thirty-nine millimeters per hour under the measured test conditions.

3. distribution uniformity

Turn 6. Distribution uniformity describes how evenly water is applied; an average rate alone can hide differences among positions.

4. lower-quarter mean

Turn 8. One quarter of sixteen is four; the four lowest readings are all ten, giving a lower-quarter mean of ten millimeters.

5. ratio

Turn 10. The ratio is 10 divided by 13, approximately 0.769; multiplying by one hundred converts it to about 77 percent.

6. application efficiency

Turn 12. This uniformity ratio compares catch depths; it does not measure the fraction of supplied water stored usefully in the root zone.

[Return to the conversation, page 102](#)

Transfer exchange

1. nine

Worker: Mean collected depth is nine millimeters.

Turn 1. The equally sized groups average $(6 + 8 + 10 + 12)$ divided by four, or nine millimeters.

Additional case 3 / Explanations / continued

2. eighteen

Lead: The average application rate is eighteen millimeters per hour.

Turn 2. Nine millimeters in thirty minutes is eighteen millimeters per hour, not eighteen collected during the test.

3. six

Worker: The lowest-quarter mean is six millimeters.

Turn 3. The lowest four of sixteen readings are all six millimeters, so their mean is six.

4. 66.7

Lead: Lower-quarter uniformity is 66.7 percent.

Turn 4. Six divided by nine times one hundred is 66.666... percent, rounded to 66.7, not a root-zone efficiency measurement.

[Return to the conversation, page 105](#)

Find a phrase by purpose

Confirming the booked grounds work

Acknowledge the request: I understand you would like the rear hedge shaped as well.

Name the booking: Let me confirm today's work order.

State the first task: Front-lawn mowing is included.

[Full phrase bank, page 7](#)

Clarifying access and property limits

Identify the requested area: You mean the strip beyond the rear fence?

Confirm the task: You would like that strip cleared.

State the current limit: Our work plan ends at the fence.

[Full phrase bank, page 17](#)

Clarifying appearance and plant requests

Clarify the reference: Which plant do you mean by the tall one?

Offer the two candidates: Do you mean the rosemary or the specimen magnolia?

Use the location: Is it the rosemary beside the left flower bed?

[Full phrase bank, page 29](#)

Explaining a weather-related change

State the pause: The planned outdoor work is paused because of the site conditions after rain.

Acknowledge the impact: I understand the Friday event makes the timing important.

State the suggestion: The office has suggested Thursday.

[Full phrase bank, page 39](#)

Find a phrase by purpose / continued

Reporting site observations without diagnosis

Name the observation: I saw standing water beside the east bed.

Give the time: I noticed it at 09:15.

Locate the area: It is near irrigation zone 3.

[Full phrase bank, page 51](#)

Checking materials and requested quantities

State the order quantity: The job lists eight bags.

State the delivery count: I have counted six delivered bags.

Calculate the difference: That leaves a two-bag shortfall.

[Full phrase bank, page 61](#)

Responding to finish and cleanup concerns

Acknowledge the concern: I can see the clippings beside the front steps.

Confirm the included area: Those steps are within the listed cleanup area.

State the missed work: That part of the cleanup is incomplete.

[Full phrase bank, page 73](#)

Handing over unfinished grounds work

Open with the completed item: The front-path leaves are cleared.

Name the pending area: The rear-bed review remains outstanding.

Explain the decision: The lead deferred that review.

[Full phrase bank, page 83](#)

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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. Grounds Maintenance Workers.

Occupational context for landscape maintenance, grounds tasks, and supervised crew work. The scenarios are original fictional conversations, not work instructions. Source checked 10 October 2026.

<https://www.bls.gov/ooh/building-and-grounds-cleaning/grounds-maintenance-workers.htm>

[2] Occupational Safety and Health Administration. Landscape and Horticultural Services: Hazards and Solutions.

Context for respecting site conditions, training, and task-specific safety boundaries. No tool-operation or chemical-application procedure is taught here. Source checked 10 October 2026.

<https://www.osha.gov/landscaping/hazards/>

[3] University of Minnesota Extension. Pruning Trees and Shrubs.

Background for distinguishing plant identity, appearance goals, and qualified pruning decisions. Regional timing advice and cutting procedures are not reproduced as learner instructions. Source checked 10 October 2026.

<https://extension.umn.edu/garden-and-home/yard-and-garden/gardening-in-minnesota/pruning-trees-and-shrubs>

[4] US Environmental Protection Agency. WaterSense: Sprinkler Spruce-Up.

Terminology context for irrigation components and observed pooling that warrants review. The book does not diagnose a leak or direct system testing or repair. Source checked 10 October 2026.

<https://www.epa.gov/watersense/sprinkler-spruce-up>

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-landscaping-grounds.html>

Clear requests. Careful promises.

Eight grounds-work conversations: clarify a booking, respect an unconfirmed property limit, identify a requested plant, explain a weather pause, report standing water, query mulch discrepancies, address missed cleanup, and hand over an unfinished bed review.

Confirming the booked grounds work

The current booking includes front-lawn mowing and path leaf clearance, not rear-hedge shaping. Referring Ben to the office preserves the additional request but does not approve it, price it, or book it for another day.

Clarifying access and property limits

The work-plan limit is the rear fence. That fact does not prove the legal property line or ownership of the strip beyond it. Rosa says probably; the uncertainty must remain explicit in the office referral.

Clarifying appearance and plant requests

The rosemary is identified, while the magnolia is excluded from this request. Nina wants a neater appearance. Neither that preference nor the clearer plant reference determines a suitable pruning method, pruning extent, or permission to start cutting.

Explaining a weather-related change

Thursday is a suggested return day, not a confirmed booking. Wednesday noon is the requested scheduling-update time, not a work-completion deadline. Friday is the customer event. Keep these three time references separate when summarizing the conversation.

Phil Stilwell

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