

ENGLISH FOR WORK / ENGLISH FOR PLUMBING PROJECTS AND CUSTOMER COMMUNICATION

Plumbing Workplace English

Precise descriptions. Clear agreements.



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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 Identifying fixtures and service history, page 4

Clarify a customer report using fixture, location, and observation time without turning a symptom into a diagnosis.

02 Clarifying pipe and component specifications, page 14

Distinguish nominal size from measured outside diameter and request complete product identification before judging a delivery.

03 Reconciling fixture layouts and dimensions, page 26

Explain a dimension conflict by naming both reference surfaces and requesting a coordinated detail without inventing an offset.

04 Describing moisture without diagnosing its source, page 36

Report the observed condition with a time limit, acknowledge a customer concern, and avoid unsupported cause or repair claims.

05 Explaining drainage and access terminology, page 48

Explain a technical term in ordinary language and distinguish a design request from an approved change to service access.

06 Coordinating interruptions and room access, page 58

Correct a notice by separating attendance time, affected area, proposed interruption window, and pending approval.

07 Pricing changes and restoration boundaries, page 71

Explain the limits of an estimate, separate a product allowance from related work, and request a revised scope before confirming terms.

08 Handing over plumbing records and follow-up, page 81

Acknowledge received records, identify a model mismatch, and separate a promised update from an unconfirmed return appointment.

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

Name the fixture. Preserve the detail.

Plumbing conversations connect everyday descriptions with technical records. Practice narrowing a report, comparing like quantities, explaining a limitation, and giving a clear next step.

Ask which fixture

Sink can mean a bathroom basin, kitchen sink, or utility sink. Repeat the room, unit, and fixture description before summarizing a customer report. Keep the observation separate from a diagnosis. "You mean the bathroom basin in Unit 3B, not the utility sink beside it."

Compare matching references

A nominal pipe designation is not necessarily its measured outside diameter. Drawing dimensions also need a datum and endpoint. Confirm the product series and reference before treating different numbers as an error.

"The number alone does not establish whether the delivered component matches the order."

Separate access from drainage

An access panel and a cleanout serve different purposes. Explain the terms in plain language, then keep an unreviewed enclosure change open for coordination rather than approving it conversationally.

"The removable panel provides access; it is not an extra drain."

Commit only to what is agreed

Arrival time, interruption time, estimate scope, and follow-up date are different commitments. State which is booked, proposed, included, or still awaiting review.

"The visit is booked for 09:00; the proposed interruption still needs approval."

Professional boundaries

The cases, products, and project records are fictional. This book teaches English, not plumbing diagnosis, installation, testing, repair, valve operation, or code compliance. Follow actual training, authorization, manufacturer instructions, site procedures, and applicable requirements. A reported symptom, dry surface, drawing, or handover document does not establish system condition or authorize work. The conversations do not instruct clients to test, dismantle, or operate plumbing equipment.

A Read the situation

LESSON 01 / IDENTIFYING FIXTURES AND SERVICE HISTORY

Clarify a customer report using fixture, location, and observation time without turning a symptom into a diagnosis.

Which sink in Unit 3B?

Tenant Mina reports a sink problem in Unit 3B. A bathroom basin and a utility sink stand beside one another. She means the bathroom basin and noticed water on the cabinet base at 07:00. The source of the water has not been established. Service coordinator Ellis needs an accurate description for the plumber, using what Mina has already observed. No earlier repair history is supplied, and no instruction to operate or dismantle equipment is needed.

People: Mina, Tenant; Ellis, Service coordinator.

Read the record

Choose one answer per question using the facts above.

1. Which fixture does Mina mean?

- A. The bathroom basin in Unit 3B
- B. The utility sink beside it
- C. A kitchen sink elsewhere
- D. Both fixtures equally

2. What does 07:00 identify?

- A. The time a repair finished
- B. When Mina noticed water
- C. The proven start of a leak
- D. A booked arrival time

3. What is known about the source?

- A. The basin trap has failed
- B. A supply connection has failed
- C. The utility sink is responsible
- D. It has not been established

[Answers and explanations, page 108](#)

B Vocabulary in use

CORE TERMS

fixture

Plumbing appliance such as a basin, sink, or toilet.

identify the fixture

utility sink

Sink intended for cleaning or general utility tasks.

distinguish the utility sink

cabinet base

Bottom surface within the cabinet.

report water on the cabinet base

tenant report

Account given by the person occupying the premises.

record the tenant report

fixture location

Position of the particular plumbing appliance.

state the fixture location

onset

Point when a condition actually began.

distinguish onset from observation

bathroom basin

Bowl used for washing hands or face in a bathroom.

specify the bathroom basin

vanity unit

Bathroom cabinet assembly associated with a basin.

describe the vanity unit

service call

Request or attendance for a reported plumbing issue.

log a service call

unit number

Identifier of an individual apartment or premises.

confirm the unit number

observation time

Time when someone noticed a condition.

record the observation time

source

Origin of the reported water or problem.

establish the source

Say it in context

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

fixture **FIXTURE**

identify the fixture

Keep the meaning precise: Plumbing appliance such as a basin, sink, or toilet.

service call **SERVICE CALL**

log a service call

Keep the meaning precise: Request or attendance for a reported plumbing issue.

B Precision and professional shorthand

EXTEND YOUR RANGE

supply connection

Connection associated with water delivery to a fixture.

identify a supply connection

trap

Fitting designed to retain a liquid seal in a drainage system.

identify the basin trap

tap

Common alternative term for a faucet.

clarify the tap description

service history

Record of earlier attendance or work.

check the service history

reported symptom

Condition described by a customer before assessment.

retain the reported symptom

static pressure

In this plumbing report, pressure at a point with no flow.

distinguish static from flowing pressure

waste connection

Connection associated with carrying used water away.

describe the waste connection

faucet

Fitting that controls delivery of water at a fixture.

name the faucet

visible moisture

Wetness that can be seen at the reported location.

describe visible moisture

previous repair

Corrective work completed on an earlier occasion.

confirm a previous repair

call summary

Concise record of information from the conversation.

read back the call summary

attendance

Visit by the relevant service person.

arrange attendance

Say it in context

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

source SOURCE

establish the source

Keep the meaning precise: Origin of the reported water or problem.

tap TAP

clarify the tap description

Keep the meaning precise: Common alternative term for a faucet.

Phrases that move the work forward

Offer two concrete choices

Do you mean the bathroom basin or the utility sink?

Separate adjacent fixtures

The utility sink is beside it, but it is not the fixture you mean.

Preserve the time

You first noticed it at 07:00.

Name the surface

The water was on the cabinet base.

Keep the cause open

The source has not been established.

Distinguish the routes

A supply connection and a waste connection are different.

Record the history limit

No earlier repair history has been supplied.

Read back the details

Bathroom basin, Unit 3B, cabinet base, noticed at 07:00.

Confirm the premises

I have the location as Unit 3B.

Locate the observation

Where had you already noticed the water?

Avoid changing the onset

I will record that as the observation time.

Keep the report attributed

The tenant reports water beneath the bathroom basin.

Avoid naming a failed part

I cannot identify a failed connection from that description.

Clarify familiar wording

By tap, do you mean the basin faucet?

Avoid inventing reassurance

I cannot say the issue has been resolved.

Close with the record

I will pass that description to the plumber.

Precision in real exchanges

Purpose: Locate the observation

Useful wording: Where had you already noticed the water?

Purpose: Preserve the time

Useful wording: You first noticed it at 07:00.

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 question best clarifies the fixture?

- A.** Which connection has failed?
- B.** Why did the trap start leaking?
- C.** Can you dismantle the cabinet connection?
- D.** Do you mean the bathroom basin or the utility sink beside it?

2. Which summary preserves the time accurately?

- A.** Leak began exactly at 07:00
- B.** Repair completed at 07:00
- C.** Plumber booked for 07:00
- D.** Water noticed on the cabinet base at 07:00

3. A colleague needs the term for this meaning: Bathroom cabinet assembly associated with a basin. Which term fits?

- A.** reported symptom
- B.** vanity unit
- C.** fixture location
- D.** trap

D Choose the response that fits / continued

4. Rebuild the exchange from "Which sink in Unit 3B?". Mina: "Inside, on the bottom of the cabinet. I noticed it at seven. I don't know how long it had been there before that." Ellis: [missing response] Mina: "No. I almost said the pipe was leaking, but I haven't seen which part the water came from. Can you leave that open?" Which response belongs in the gap?

- A.** Of course. Which fixture do you mean: the bathroom basin where you wash your hands, or the utility sink beside it?
- B.** Water on the cabinet base, noticed at 07:00. That's a useful location and time. Have you identified where it came from?
- C.** I'll name the bathroom basin. When you say underneath, where was the water you had already seen: inside the cabinet or somewhere else?
- D.** Yes, faucet is another common name for that water-delivery fitting. Mentioning it doesn't make it the source of the water you've reported.

[Answers and explanations, page 108](#)

One useful distinction

Water was noticed on the cabinet base at 07:00. This does not establish when it first appeared or which component caused it. Keep the fixture identity, observed location, and time together.

Conversation

Which sink in Unit 3B?

Which sink in Unit 3B?

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

WORD AND PHRASE BANK

fixture / observation time / attendance / service history / call summary / bathroom basin
/ faucet / source / cabinet base / reported symptom

- 01 **Mina:** Hi, it's the sink in Unit 3B. There was water underneath it when I went into the bathroom this morning. Can you log a call?
- 02 **Ellis:** Of course. Which ¹ _____ do you mean: the bathroom basin where you wash your hands, or the utility sink beside it?
- 03 **Mina:** The bathroom one. The utility sink is next to the cabinet, so I can see why just saying sink isn't very helpful.
- 04 **Ellis:** I'll name the ² _____. When you say underneath, where was the water you had already seen: inside the cabinet or somewhere else?
- 05 **Mina:** Inside, on the bottom of the cabinet. I noticed it at seven. I don't know how long it had been there before that.
- 06 **Ellis:** Water on the ³ _____, noticed at 07:00. That's a useful location and time. Have you identified where it came from?
- 07 **Mina:** No. I almost said the pipe was leaking, but I haven't seen which part the water came from. Can you leave that open?
- 08 **Ellis:** Yes. I'll record the ⁴ _____ as unestablished. We won't turn water beneath a basin into a diagnosis of a failed pipe or connection.
- 09 **Mina:** The form has a box for when it started. Seven is when I noticed it, but I can't honestly say that was the start.
- 10 **Ellis:** I'll keep it as the ⁵ _____ and leave onset unconfirmed. That avoids giving the plumber a more precise history than you can support.

Conversation continues on the next page.

Which sink in Unit 3B?

CONVERSATION / CONTINUED

- 11 **Mina:** There's another box for earlier repairs. I don't have any records. Does leaving that blank mean the basin has never been repaired?
- 12 **Ellis:** No. I'll mark ⁶ _____ as not supplied. Missing information isn't evidence that there was never earlier work, so we shouldn't select no previous repairs.
- 13 **Mina:** One naming question: when I say tap, I mean the fitting above the basin. Is that what your form calls the faucet?
- 14 **Ellis:** Yes, ⁷ _____ is another common name for that water-delivery fitting. Mentioning it doesn't make it the source of the water you've reported.
- 15 **Mina:** Good. I don't want someone arriving with a note that says the tap is broken. I haven't established that at all.
- 16 **Ellis:** I'll retain your ⁸ _____ instead: water beneath the identified basin. The plumber can assess the cause; you don't need to dismantle anything for this call.
- 17 **Mina:** Could you read the request back? Especially the location. I don't want the two sinks mixed up when the plumber sees the job.
- 18 **Ellis:** The ⁹ _____ is Unit 3B, bathroom basin, water on the cabinet base, noticed at 07:00. Source unestablished; earlier repair history not supplied.
- 19 **Mina:** That's right. It includes what I saw and doesn't add a cause. I haven't been given a visit time yet, either.
- 20 **Ellis:** I'll pass it through to arrange ¹⁰ _____. I haven't confirmed a time in this conversation, so please don't treat seven as the plumber's arrival time.

CHECK THE GAPS

1. fixture / 2. bathroom basin / 3. cabinet base / 4. source / 5. observation time / 6. service history / 7. faucet / 8. reported symptom / 9. call summary / 10. attendance

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

F Check accuracy and scope

Which sink in Unit 3B?

Return to the case

Tenant Mina reports a sink problem in Unit 3B. A bathroom basin and a utility sink stand beside one another. She means the bathroom basin and noticed water on the cabinet base at 07:00. The source of the water has not been established. Service coordinator Ellis needs an accurate description for the plumber, using what Mina has already observed. No earlier repair history is supplied, and no instruction to operate or dismantle equipment is needed.

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

1. Which statement wrongly converts location into cause?

- A. Water was seen on the cabinet base
- B. The bathroom basin is the reported fixture
- C. The source needs assessment
- D. The water must be coming from the trap

2. What should accompany the handoff?

- A. A guaranteed diagnosis
- B. Fixture, unit, observed surface, time, and unresolved source
- C. Only the word sink
- D. An invented previous repair

[Answers and explanations, page 110](#)

Listen for the distinction

Switch roles for turns 11-20. Keep not supplied separate from never repaired, and arrange attendance separate from a booked time.

Clarify without making the customer defend a diagnosis

Customers may use one everyday name for several fixtures. Offer concrete alternatives, acknowledge the reported condition, and ask about existing observations. A precise service description helps the next person without requiring the customer to identify a failed component.

F Say it / transfer to a new case

Give the plumber the precise report

Complete the handoff using the tenant account. Keep the fixture, observed surface, time, and cause status distinct.

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

07:00 / basin / base / unestablished

- 01 **Coordinator:** The tenant means the bathroom ¹ _____ in Unit 3B.
- 02 **Plumber:** Water was seen on the cabinet ² _____.
- 03 **Coordinator:** It was noticed at ³ _____.
- 04 **Plumber:** The source remains ⁴ _____.

CHECK THE GAPS

1. basin / 2. base / 3. 07:00 / 4. unestablished

[Why these answers fit, page 111](#)

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 sink in Unit 3B?". Mina: "One naming question: when I say tap, I mean the fitting above the basin. Is that what your form calls the faucet?" Ellis: [missing response] Mina: "Good. I don't want someone arriving with a note that says the tap is broken. I haven't established that at all." Which response belongs in the gap?

- A. Water on the cabinet base, noticed at 07:00. That's a useful location and time. Have you identified where it came from?
- B. Yes, faucet is another common name for that water-delivery fitting. Mentioning it doesn't make it the source of the water you've reported.
- C. Of course. Which fixture do you mean: the bathroom basin where you wash your hands, or the utility sink beside it?
- D. I'll name the bathroom basin. When you say underneath, where was the water you had already seen: inside the cabinet or somewhere else?

[Answers and explanations, page 112](#)

A Read the situation

LESSON 02 / CLARIFYING PIPE AND COMPONENT SPECIFICATIONS

Distinguish nominal size from measured outside diameter and request complete product identification before judging a delivery.

A designation is not a measurement

Buyer Omar compares a nominal pipe designation on an order with a measured outside diameter and assumes the delivery is wrong because the numbers differ. The order names a product series, but the delivery label is incomplete. Supplier coordinator Leila must explain the two kinds of size information and request complete identification. Neither material compatibility nor connection compatibility has been verified. Explaining nominal size does not establish that the delivery is correct.

People: Omar, Buyer; Leila, Supplier coordinator.

Read the record

Choose one answer per question using the facts above.

1. What is Omar comparing?

- A. Identical manufacturer part numbers
- B. A nominal designation and a measured outside diameter
- C. Two verified inside diameters
- D. Two complete product labels

2. What information is incomplete?

- A. The delivery label
- B. The series named on the order
- C. Whether the measurement is an outside diameter
- D. Whether the compared numbers differ

3. What remains unverified?

- A. That the measured number differs
- B. That the order lists a series
- C. That Omar has a question
- D. Product identity and relevant compatibility

[Answers and explanations, page 113](#)

B Vocabulary in use

CORE TERMS

nominal size

Conventional size designation that may differ from a measured diameter.

confirm the nominal size

inside diameter

Measurement across the internal opening of a pipe.

distinguish inside diameter

size designation

Standard or commercial name used to identify a size.

read the size designation

product series

Named family of related products.

identify the product series

delivery label

Identification attached to supplied goods.

check the delivery label

material specification

Description of required material characteristics.

confirm the material specification

outside diameter

Measurement across the outer surface of a pipe.

compare the outside diameter

wall thickness

Distance between the inner and outer pipe surfaces.

specify the wall thickness

flow rate

Volume passing in a stated time, such as liters per minute.

report the flow rate

part number

Manufacturer identifier for a particular item.

verify the part number

order line

Individual item entry in a purchase order.

reconcile the order line

connection type

Form of interface used to join components.

identify the connection type

Say it in context

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

nominal size **NOMINAL SIZE**

confirm the nominal size

Keep the meaning precise: Conventional size designation that may differ from a measured diameter.

flow rate **FLOW RATE**

report the flow rate

Keep the meaning precise: Volume passing in a stated time, such as liters per minute.

B Precision and professional shorthand

EXTEND YOUR RANGE

fitting

Component used to connect, branch, or change a pipe run.

identify the fitting

adapter

Fitting joining different connection forms or sizes as designed.

identify the adapter

tee

Fitting with a branch connection.

specify the tee

product identification

Information establishing which item has been supplied.

complete product identification

substitution

Replacement of a specified product with another.

review a substitution

supply discrepancy

Difference between ordered and supplied goods or records.

investigate a supply discrepancy

coupling

Fitting used to join pipe sections or components.

specify the coupling

elbow

Fitting that changes the direction of a pipe run.

identify the elbow

reducer

Fitting connecting different nominal pipe sizes.

identify the reducer

compatibility

Suitability of components for use together under relevant conditions.

verify compatibility

dimensional table

Manufacturer data listing defined dimensions.

consult the dimensional table

acceptance status

Whether goods have been accepted through the applicable process.

preserve acceptance status

Say it in context

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

connection type CONNECTION TYPE

identify the connection type

Keep the meaning precise: Form of interface used to join components.

tee TEE

specify the tee

Keep the meaning precise: Fitting with a branch connection.

Phrases that move the work forward

Acknowledge the concern

I understand why those two numbers look inconsistent.

Explain nominal

Nominal size is a designation, not necessarily that measured diameter.

Ask for identity

We need the complete product identification.

Identify the missing record

The delivery label is incomplete.

Avoid premature acceptance

That explanation does not confirm the delivery is correct.

Request the right document

Please obtain the full label details through the supplier.

Distinguish fitting types

An adapter and a coupling are not interchangeable descriptions.

State the next step

I will reconcile the item identity with the order.

Name the comparison

One is a nominal designation; the other is a measured outside diameter.

Retain the measurement

We should keep your measurement in the record.

Use the order reference

The order names a particular product series.

Avoid premature rejection

The numerical difference alone does not prove the delivery is wrong.

Separate compatibility

We still need to verify the material and connection requirements.

Name the data source

The matching manufacturer table defines the relevant dimensions.

Keep substitution separate

We have not approved an alternative product.

Give a balanced summary

The size comparison is clarified; the delivery remains unverified.

Precision in real exchanges

Purpose: Retain the measurement

Useful wording: We should keep your measurement in the record.

Purpose: Ask for identity

Useful wording: We need the complete product identification.

D Choose the response that fits

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

1. Which response best corrects the comparison?

- A.** The explanation proves all supplied goods are suitable
- B.** Nominal size and outside diameter are different; we still need full item identification
- C.** Different numbers always prove the wrong item
- D.** Nominal always equals measured outside diameter

2. Which information should Leila request next?

- A.** A substitution request before identifying the delivered item
- B.** The dimensions of a similarly colored pipe from another range
- C.** Complete label details and product identification
- D.** A different measurement chosen to equal the nominal number

3. A colleague needs the term for this meaning: Distance between the inner and outer pipe surfaces. Which term fits?

- A.** wall thickness
- B.** adapter
- C.** delivery label
- D.** substitution

D Choose the response that fits / continued

4. Rebuild the exchange from "A designation is not a measurement". Omar: "Then perhaps there's no delivery problem after all. Can I tell the team the goods are correct and move on?" Leila: [missing response] Omar: "Our order names the series. I can send that line, but the label doesn't give me enough to match the delivered item to it." Which response belongs in the gap?

- A.** It is. A substitution needs the applicable review. We haven't approved a different product simply by explaining why two size numbers can differ.
- B.** Send the ordered product series with the available label details. I'll use those references to request the missing identity information from the supplier.
- C.** Let's check what each number represents. The order gives a nominal size, which is a conventional designation, not necessarily the measured outer diameter.
- D.** Not yet. The delivery label is incomplete, so product identification is still missing. Explaining the size convention doesn't verify which item actually arrived.

[Answers and explanations, page 113](#)

One useful distinction

A nominal designation and an outside diameter are different kinds of information. Different numerical values alone do not establish an incorrect delivery. The relevant product series and manufacturer data must be identified.

Conversation

A designation is not a measurement

A designation is not a measurement

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

WORD AND PHRASE BANK

connection type / nominal size / product identification / dimensional table / part number
/ product series / substitution / acceptance status / outside diameter /
supply discrepancy

- 01 **Omar:** Leila, the number on our order doesn't match the outside measurement of the delivered pipe. I think you've sent the wrong size.
- 02 **Leila:** Let's check what each number represents. The order gives a ¹ _____, which is a conventional designation, not necessarily the measured outer diameter.
- 03 **Omar:** I measured across the outside. Are you saying I should discard that measurement because it doesn't use the same kind of number as the order?
- 04 **Leila:** Keep it. The ² _____ is useful evidence, but it needs comparison with the correct manufacturer's dimensions, not automatic equality with the nominal designation.
- 05 **Omar:** Then perhaps there's no delivery problem after all. Can I tell the team the goods are correct and move on?
- 06 **Leila:** Not yet. The delivery label is incomplete, so ³ _____ is still missing. Explaining the size convention doesn't verify which item actually arrived.
- 07 **Omar:** Our order names the series. I can send that line, but the label doesn't give me enough to match the delivered item to it.
- 08 **Leila:** Send the ordered ⁴ _____ with the available label details. I'll use those references to request the missing identity information from the supplier.
- 09 **Omar:** Would a photograph of similar packaging settle it? Another delivery had the same color, and that one matched the order.
- 10 **Leila:** No. We need the actual item's ⁵ _____ and supporting identification. Similar packaging isn't a reliable substitute for the manufacturer's item reference.

Conversation continues on the next page.

A designation is not a measurement

CONVERSATION / CONTINUED

- 11 **Omar:** Once we've identified it, how do we check the measurement without comparing it with an unrelated pipe from a different range?
- 12 **Leila:** Use the matching ⁶ _____ for that product and series. It defines what the nominal designation and measured dimensions mean in that specific range.
- 13 **Omar:** Suppose those dimensions check out. Does that settle whether it joins the components already specified for the project?
- 14 **Leila:** Not by itself. The ⁷ _____ and material requirements still need verification. Matching one size description doesn't establish that every joining interface is compatible.
- 15 **Omar:** The team suggested treating it as an alternative if the original item isn't available. That sounds like a separate decision.
- 16 **Leila:** It is. A ⁸ _____ needs the applicable review. We haven't approved a different product simply by explaining why two size numbers can differ.
- 17 **Omar:** I'll stop calling the delivery wrong on the strength of the measurement alone. What should the goods record say while you investigate?
- 18 **Leila:** Keep the ⁹ _____ unresolved pending identification and the relevant checks. Don't replace premature rejection with premature acceptance; both would overstate what we know.
- 19 **Omar:** I'll send the order line and the incomplete label details, keeping my outside measurement attached rather than changing it to the order's number.
- 20 **Leila:** Good. I'll investigate the possible ¹⁰ _____ against those records. Our next update should identify the actual product and outstanding checks, not just repeat the size explanation.

CHECK THE GAPS

1. nominal size / **2.** outside diameter / **3.** product identification / **4.** product series / **5.** part number / **6.** dimensional table / **7.** connection type / **8.** substitution / **9.** acceptance status / **10.** supply discrepancy

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

F Check accuracy and scope

A designation is not a measurement

Return to the case

Buyer Omar compares a nominal pipe designation on an order with a measured outside diameter and assumes the delivery is wrong because the numbers differ. The order names a product series, but the delivery label is incomplete. Supplier coordinator Leila must explain the two kinds of size information and request complete identification. Neither material compatibility nor connection compatibility has been verified. Explaining nominal size does not establish that the delivery is correct.

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

1. Which conclusion is unsupported?

- A. The order names a product series
- B. The label is incomplete
- C. The numerical comparison needs clarification
- D. The material and connection are compatible

2. What does a dimensional table need to match?

- A. The relevant identified product and series
- B. Any pipe with a similar color
- C. A different manufacturer's unrelated item
- D. The buyer's preferred number

[Answers and explanations, page 115](#)

Listen for the distinction

Switch roles for turns 11-20. Stress not by itself and unresolved when explaining compatibility and acceptance.

Correct the comparison without dismissing the concern

A customer can make an invalid comparison and still have a genuine delivery problem. Explain the terminology, then investigate the actual item identity. Avoid moving from the numbers are different to either the goods are wrong or the goods are definitely right.

F Say it / transfer to a new case

Clarify the comparison, retain the query

Complete the supplier summary. Distinguish the designation from the measurement and preserve the missing identification.

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

nominal / label / unverified / outside

- 01 **Buyer:** The order gives a ¹ _____ size.
- 02 **Coordinator:** Your measurement is the ² _____ diameter.
- 03 **Buyer:** The delivery ³ _____ is incomplete.
- 04 **Coordinator:** Compatibility remains ⁴ _____.

CHECK THE GAPS

1. nominal / 2. outside / 3. label / 4. unverified

[Why these answers fit, page 116](#)

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 designation is not a measurement". Omar: "Suppose those dimensions check out. Does that settle whether it joins the components already specified for the project?" Leila: [missing response] Omar: "The team suggested treating it as an alternative if the original item isn't available. That sounds like a separate decision." Which response belongs in the gap?

- A.** Keep the acceptance status unresolved pending identification and the relevant checks. Don't replace premature rejection with premature acceptance; both would overstate what we know.
- B.** Keep it. The outside diameter is useful evidence, but it needs comparison with the correct manufacturer's dimensions, not automatic equality with the nominal designation.
- C.** Use the matching dimensional table for that product and series. It defines what the nominal designation and measured dimensions mean in that specific range.
- D.** Not by itself. The connection type and material requirements still need verification. Matching one size description doesn't establish that every joining interface is compatible.

[Answers and explanations, page 117](#)

Review 1 / Meaning and context

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

Case file

Revisit "Identifying fixtures and service history" and "Clarifying pipe and component specifications". 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: Sink intended for cleaning or general utility tasks. Which term fits?

- A. utility sink
- B. waste connection
- C. previous repair
- D. unit number

2. A colleague needs the term for this meaning: Manufacturer identifier for a particular item. Which term fits?

- A. nominal size
- B. fitting
- C. part number
- D. product identification

3. Rebuild the exchange from "Which sink in Unit 3B?". Mina: "The form has a box for when it started. Seven is when I noticed it, but I can't honestly say that was the start." Ellis: [missing response] Mina: "There's another box for earlier repairs. I don't have any records. Does leaving that blank mean the basin has never been repaired?" Which response belongs in the gap?

- A. I'll name the bathroom basin. When you say underneath, where was the water you had already seen: inside the cabinet or somewhere else?
- B. I'll keep it as the observation time and leave onset unconfirmed. That avoids giving the plumber a more precise history than you can support.
- C. No. I'll mark service history as not supplied. Missing information isn't evidence that there was never earlier work, so we shouldn't select no previous repairs.
- D. Yes. I'll record the source as unestablished. We won't turn water beneath a basin into a diagnosis of a failed pipe or connection.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "A designation is not a measurement". Omar: "I'll stop calling the delivery wrong on the strength of the measurement alone. What should the goods record say while you investigate?" Leila: [missing response] Omar: "I'll send the order line and the incomplete label details, keeping my outside measurement attached rather than changing it to the order's number." Which response belongs in the gap?

- A.** Not by itself. The connection type and material requirements still need verification. Matching one size description doesn't establish that every joining interface is compatible.
- B.** Use the matching dimensional table for that product and series. It defines what the nominal designation and measured dimensions mean in that specific range.
- C.** Keep the acceptance status unresolved pending identification and the relevant checks. Don't replace premature rejection with premature acceptance; both would overstate what we know.
- D.** Keep it. The outside diameter is useful evidence, but it needs comparison with the correct manufacturer's dimensions, not automatic equality with the nominal designation.

[Answers and explanations, page 148](#)

A Read the situation

LESSON 03 / RECONCILING FIXTURE LAYOUTS AND DIMENSIONS

Explain a dimension conflict by naming both reference surfaces and requesting a coordinated detail without inventing an offset.

The same 450, two different origins

Plumber Nia and cabinet coordinator Ben compare a bathroom layout with a cabinet drawing. The layout places the basin centerline 450 millimeters from the finished wall face. The cabinet drawing uses 450 millimeters from the framing face. Basin B2 is selected, but no coordinated rough-in detail is confirmed. The two references are different; no wall-finish thickness is supplied. They need a design clarification, not an assumed conversion or permission to install.

People: Nia, Plumber; Ben, Cabinet coordinator.

Read the record

Choose one answer per question using the facts above.

1. What reference does the bathroom layout use?

- A. The room center
- B. The finished wall face
- C. The framing face
- D. The cabinet door face

2. Why do the two 450-millimeter dimensions conflict?

- A. They use different units
- B. The basin has not been selected
- C. One is a confirmed pipe diameter
- D. They start from different reference surfaces

3. What is not supplied?

- A. The selected basin identifier
- B. The layout's stated number
- C. The existence of the cabinet drawing
- D. A confirmed coordinated rough-in detail

[Answers and explanations, page 118](#)

B Vocabulary in use

CORE TERMS

basin centerline

Reference line through the center of the basin.

locate the basin centerline

framing face

Surface of the structural framing used as a reference.

reference the framing face

dimension origin

Starting reference for a measurement.

confirm the dimension origin

rough-in

Early provision of services before final fixtures or finishes.

coordinate the rough-in

fixture schedule

List identifying specified fixtures and relevant information.

consult the fixture schedule

layout drawing

Drawing showing intended arrangement of elements.

review the layout drawing

finished wall face

Exposed wall surface after the finish is applied.

measure from the finished wall face

datum

Defined reference from which a dimension is taken.

identify the datum

dimension endpoint

Point to which a measurement extends.

identify the dimension endpoint

rough-in detail

Drawing information defining relevant preliminary service positions.

confirm the rough-in detail

selected model

Product chosen for the project.

verify the selected model

cabinet drawing

Drawing describing the cabinetry arrangement.

compare the cabinet drawing

Say it in context

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

basin centerline **BASIN CENTERLINE**

locate the basin centerline

Keep the meaning precise: Reference line through the center of the basin.

dimension endpoint **DIMENSION ENDPOINT**

identify the dimension endpoint

Keep the meaning precise: Point to which a measurement extends.

B Precision and professional shorthand

EXTEND YOUR RANGE

wall build-up

Layers forming the wall assembly and its finish.
establish the wall build-up

offset

Distance between two defined reference positions.
calculate a verified offset

interface

Meeting point between related building elements or trades.
resolve the cabinet interface

design query

Request to clarify design information.
raise a design query

drawing reference

Identifier of the drawing supporting a statement.
cite the drawing reference

installation position

Location authorized for the actual installed item.
confirm the installation position

finish thickness

Dimension occupied by the finishing layer or layers.
confirm the finish thickness

gradient

Vertical rise or fall divided by horizontal run.
distinguish gradient from an angle

clearance

Required space between or around components.
verify the relevant clearance

coordinated detail

Information reconciled across the relevant elements and trades.
issue a coordinated detail

invert level

Elevation of the inside bottom of a pipe, relative to a datum.
read back the invert level

dimension readback

Spoken repetition of a dimension and its references.
give a dimension readback

Say it in context

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

cabinet drawing CABINET DRAWING

compare the cabinet drawing

Keep the meaning precise: Drawing describing the cabinetry arrangement.

interface INTERFACE

resolve the cabinet interface

Keep the meaning precise: Meeting point between related building elements or trades.

Phrases that move the work forward

State the layout reference

The layout measures from the finished wall face.

Keep the endpoint

Both dimensions run to the basin centerline.

Identify the conflict

The origins differ even though the numbers match.

Separate selection from coordination

Basin B2 is selected; the rough-in detail is not confirmed.

Keep the issue bounded

We are clarifying the reference, not selecting another basin.

Avoid silent correction

I will not adjust either dimension by assumption.

Retain both records

The query should cite both drawings.

Avoid premature instruction

This query is not permission to install.

State the other reference

The cabinet drawing measures from the framing face.

Preserve the number

Both drawings state 450 millimeters.

Avoid an assumed offset

We do not have the wall-finish thickness.

Ask the design question

Which datum should the coordinated detail use?

Name the interface

The basin and cabinetry need one coordinated position.

Request the detail

Please confirm a coordinated rough-in detail.

State what is unchanged

The selected basin remains B2.

Read back the whole dimension

450 millimeters to the basin centerline, with the origin unresolved.

Precision in real exchanges

Purpose: Preserve the number

Useful wording: Both drawings state 450 millimeters.

Purpose: Identify the conflict

Useful wording: The origins differ even though the numbers match.

D Choose the response that fits

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

1. Which summary identifies the actual mismatch?

- A.** One drawing uses inches and the other millimeters
- B.** The client has selected two basins
- C.** The drawings disagree about the centerline endpoint
- D.** Both show 450 to the centerline, but one starts at the finished face and one at framing

2. Which proposed action is unsupported?

- A.** Cite both drawing references in the query
- B.** Retain B2 as the selected basin
- C.** Ask for a coordinated rough-in detail
- D.** Subtract an assumed finish thickness and release installation

3. A colleague needs the term for this meaning: Defined reference from which a dimension is taken. Which term fits?

- A.** datum
- B.** offset
- C.** fixture schedule
- D.** drawing reference

D Choose the response that fits / continued

4. Rebuild the exchange from "The same 450, two different origins". Nia: "So the bathroom layout isn't saying four hundred fifty from the exposed framing. I shouldn't shorten that reference to just the wall." Ben: [missing response] Nia: "Can we use an assumed finish thickness to translate between them? The detail we've been given doesn't state what that thickness is." Which response belongs in the gap?

- A.** Then the dimension origin differs, even though the endpoint and the number appear to agree. We should make that explicit in the query.
- B.** I will describe the layout as 450 millimeters from the finished wall face to the basin centerline, then state the cabinet reference separately.
- C.** I see that. The cabinet drawing starts at the framing face. Does the bathroom layout use that same surface, or the completed wall surface?
- D.** Agreed. We do not have the finish thickness, so I cannot convert one dimension into the other and call the result confirmed.

[Answers and explanations, page 118](#)

One useful distinction

Both drawings use 450 millimeters, and both concern the basin centerline. The conflict is the origin: finished wall face versus framing face. The shared number does not remove that difference.

E Conversation

The same 450, two different origins

The same 450, two different origins

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

WORD AND PHRASE BANK

framing face / coordinated detail / design query / finish thickness / dimension origin / datum / rough-in detail / fixture schedule / dimension readback / finished wall face

- 01 **Nia:** Nia, both drawings say four hundred fifty to the basin centerline. I was about to tell the cabinet team they agree. Am I missing something?
- 02 **Ben:** I see that. The cabinet drawing starts at the ¹ _____. Does the bathroom layout use that same surface, or the completed wall surface?
- 03 **Nia:** The cabinet sheet starts at the framing face. I can see now that the bathroom sheet names a different surface, even though the number matches.
- 04 **Ben:** Then the ² _____ differs, even though the endpoint and the number appear to agree. We should make that explicit in the query.
- 05 **Nia:** So the bathroom layout isn't saying four hundred fifty from the exposed framing. I shouldn't shorten that reference to just the wall.
- 06 **Ben:** I will describe the layout as 450 millimeters from the ³ _____ to the basin centerline, then state the cabinet reference separately.
- 07 **Nia:** Can we use an assumed finish thickness to translate between them? The detail we've been given doesn't state what that thickness is.
- 08 **Ben:** Agreed. We do not have the ⁴ _____, so I cannot convert one dimension into the other and call the result confirmed.
- 09 **Nia:** B2 appears in the schedule as the selected basin. Does selecting that model settle the position of the plumbing connections as well?
- 10 **Ben:** I will preserve B2 in the ⁵ _____ reference. Product selection and the location of the preliminary service provisions are separate pieces of information.

Conversation continues on the next page.

The same 450, two different origins

CONVERSATION / CONTINUED

- 11 **Nia:** Then I need a drawing response that brings the cabinet and plumbing references together. Choosing whichever sheet is easier wouldn't resolve the discrepancy.
- 12 **Ben:** Then we should request a ⁶ _____, with the datum clearly stated. The query should attach both drawing references so the designer can see the mismatch.
- 13 **Nia:** Please read back the two dimensions exactly. I'll compare the origins as well as the shared centerline endpoint before I send the query.
- 14 **Ben:** Yes. A complete ⁷ _____ needs the number, origin, and endpoint. Here, the origin is unresolved; the centerline endpoint is already identified.
- 15 **Nia:** The cabinet maker asked whether the rough-in can proceed. I can't point to matching four-hundred-fifty numbers as confirmation, can I?
- 16 **Ben:** Certainly. The ⁸ _____ is not confirmed. Asking for clarification does not authorize either team to use an assumed installation position.
- 17 **Nia:** Who needs to clarify the governing reference? I'd like the question to identify what's missing without prescribing a finish thickness myself.
- 18 **Ben:** Selected basin B2; both drawings show 450 millimeters to its centerline. Layout uses finished wall face; cabinet drawing uses framing face. Please resolve the ⁹ _____ and confirm the coordinated detail.
- 19 **Nia:** I'll leave the positions unconfirmed and submit the discrepancy. We need the origin and missing finish information resolved, not a guessed offset.
- 20 **Ben:** I will submit that ¹⁰ _____ and keep the rough-in information unconfirmed until the relevant response is received and accepted through the project process.

CHECK THE GAPS

1. framing face / 2. dimension origin / 3. finished wall face / 4. finish thickness / 5. fixture schedule / 6. coordinated detail / 7. dimension readback / 8. rough-in detail / 9. datum / 10. design query

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

F Check accuracy and scope

The same 450, two different origins

Return to the case

Plumber Nia and cabinet coordinator Ben compare a bathroom layout with a cabinet drawing. The layout places the basin centerline 450 millimeters from the finished wall face. The cabinet drawing uses 450 millimeters from the framing face. Basin B2 is selected, but no coordinated rough-in detail is confirmed. The two references are different; no wall-finish thickness is supplied. They need a design clarification, not an assumed conversion or permission to install.

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

1. What does selecting B2 establish?

- A. A verified wall build-up
- B. The chosen basin model, not a confirmed coordinated rough-in
- C. Every service position
- D. Approval of the cabinet datum

2. Which question is most precise?

- A. Why did the cabinet team choose the wrong basin?
- B. May we assume the two positions are identical?
- C. Which reference surface governs the coordinated centerline position?
- D. Can someone fix the drawings somehow?

[Answers and explanations, page 121](#)

Listen for the distinction

Switch roles for turns 11-20. Repeat four hundred fifty with its origin and basin-centerline endpoint every time.

Show the difference before proposing a remedy

Two drawings may contain the same number and still describe different positions. State the origin and endpoint on each. Cross-trade coordination works better when the question identifies the mismatch without blaming the other drawing or quietly inventing a correction.

F Say it / transfer to a new case

Read back both references

Complete the coordination exchange. Keep the shared endpoint and number, but do not erase the different origins.

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 / centerline / finished / framing

- 01 **Plumber:** The layout starts at the ¹ _____ wall face.
- 02 **Coordinator:** The cabinet drawing starts at the ² _____ face.
- 03 **Plumber:** Both dimensions end at the basin ³ _____.
- 04 **Coordinator:** The coordinated rough-in detail remains ⁴ _____.

CHECK THE GAPS

1. finished / 2. framing / 3. centerline / 4. unconfirmed

[Why these answers fit, page 121](#)

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 same 450, two different origins". Nia: "Please read back the two dimensions exactly. I'll compare the origins as well as the shared centerline endpoint before I send the query." Ben: [missing response] Nia: "The cabinet maker asked whether the rough-in can proceed. I can't point to matching four-hundred-fifty numbers as confirmation, can I?" Which response belongs in the gap?

- A. I will describe the layout as 450 millimeters from the finished wall face to the basin centerline, then state the cabinet reference separately.
- B. Yes. A complete dimension readback needs the number, origin, and endpoint. Here, the origin is unresolved; the centerline endpoint is already identified.
- C. Agreed. We do not have the finish thickness, so I cannot convert one dimension into the other and call the result confirmed.
- D. Then the dimension origin differs, even though the endpoint and the number appear to agree. We should make that explicit in the query.

[Answers and explanations, page 122](#)

A Read the situation

LESSON 04 / DESCRIBING MOISTURE WITHOUT DIAGNOSING ITS SOURCE

Report the observed condition with a time limit, acknowledge a customer concern, and avoid unsupported cause or repair claims.

A dry patch is not a diagnosis

Shop owner Rosa asks plumber Arun about a ceiling stain below an upstairs washroom. The visible patch is dry during the visit. No pipework is visible, and the source of the staining has not been established. Rosa asks whether the dry surface proves a leak has stopped. Arun must distinguish the visible condition from a diagnosis, preserve the location in the record, and explain that the source still needs assessment. No completed repair or structural assessment is supplied.

People: Rosa, Shop owner; Arun, Plumber.

Read the record

Choose one answer per question using the facts above.

1. What was observed during the visit?

- A. A repair had stopped a leak
- B. The upstairs basin was the source
- C. The visible ceiling patch was dry
- D. All concealed pipework was sound

2. What is not visible?

- A. The upstairs washroom's position
- B. The pipework
- C. The ceiling stain
- D. The shop location

3. What remains unresolved?

- A. Whether a stain exists
- B. Whether the patch was dry during the visit
- C. Whether Rosa asked a question
- D. The source of the staining

[Answers and explanations, page 123](#)

B Vocabulary in use

CORE TERMS

ceiling stain

Discoloration on a ceiling surface.

record the ceiling stain

surface condition

State of the exposed material at a given time.

report the surface condition

washroom

Room containing washing or toilet facilities.

locate the upstairs washroom

dry at the visit

Without observed surface wetness during that attendance.

state dry at the visit

active leak

Water escape occurring at the relevant time.

establish an active leak

recurrence

Return of a previously reported condition.

record a recurrence

visible patch

Area of surface condition available to observation.

describe the visible patch

concealed pipework

Pipes hidden from view behind building finishes.

distinguish concealed pipework

moisture source

Origin of water or dampness affecting a location.

investigate the moisture source

historical staining

Discoloration remaining from an earlier event.

distinguish historical staining

intermittent condition

Problem that occurs at intervals rather than continuously.

describe an intermittent condition

observation scope

Extent of what was actually seen or assessed.

define the observation scope

Say it in context

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

ceiling stain CEILING STAIN

record the ceiling stain

Keep the meaning precise: Discoloration on a ceiling surface.

moisture source MOISTURE SOURCE

investigate the moisture source

Keep the meaning precise: Origin of water or dampness affecting a location.

B Precision and professional shorthand

EXTEND YOUR RANGE

time qualifier

Wording limiting a statement to a specified period.

retain the time qualifier

diagnosis

Determination of the nature or cause of a problem.

distinguish observation from diagnosis

inspection limitation

Boundary on what could be examined.

explain the inspection limitation

resolution

Established correction or closure of the reported issue.

avoid premature resolution

evidence

Information supporting a conclusion.

distinguish evidence from assumption

client concern

Customer's question or worry about the condition.

acknowledge the client concern

causal claim

Statement identifying why something happened.

avoid an unsupported causal claim

assessment

Relevant examination or evaluation of a condition.

arrange an assessment

repair claim

Statement that corrective work has been completed.

verify a repair claim

qualified statement

Statement with explicit limits on its meaning.

make a qualified statement

attribution

Identification of who supplied an account.

preserve attribution

finding summary

Concise account of established observations and limits.

give a finding summary

Say it in context

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

observation scope **OBSERVATION SCOPE**

define the observation scope

Keep the meaning precise: Extent of what was actually seen or assessed.

inspection limitation **INSPECTION LIMITATION**

explain the inspection limitation

Keep the meaning precise: Boundary on what could be examined.

Phrases that move the work forward

Acknowledge the concern

I understand why you want to know whether it has stopped.

Keep the time attached

That statement applies to what is visible now.

Avoid a cause claim

The source of the staining has not been established.

Avoid a repair claim

I have no completed repair to report.

Retain the customer account

I will keep your concern in the record.

Name the next need

The source still needs assessment.

Avoid a blanket assurance

I cannot confirm the concealed pipework's condition from this view.

Correct an overstatement

Please replace leak stopped with patch dry during visit.

State the observation

The visible patch is dry during this visit.

Identify the limitation

No pipework is visible from this position.

Separate location from origin

Below the washroom describes location, not a proven source.

Keep uncertainty specific

We cannot infer that a leak has stopped from this surface alone.

Avoid dismissing the stain

The dry surface does not make the stain irrelevant.

Distinguish symptom and diagnosis

A stain is an observation, not a diagnosis.

Use a bounded summary

Visible patch dry at the visit; source unresolved.

Close without invented certainty

I can report the observation, but not a confirmed resolution.

Precision in real exchanges

Purpose: Identify the limitation

Useful wording: No pipework is visible from this position.

Purpose: Avoid a cause claim

Useful wording: The source of the staining has not been established.

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 statement is best supported?

- A.** The leak has definitely stopped
- B.** The upstairs basin caused the stain
- C.** The concealed pipework is fault-free
- D.** The visible patch was dry during the visit; source unresolved

2. What is wrong with saying leak stopped?

- A.** It infers a change in a leak that has not been established
- B.** It uses too few words
- C.** It preserves the observation time too carefully
- D.** It identifies the patch location

3. A colleague needs the term for this meaning: Pipes hidden from view behind building finishes. Which term fits?

- A.** evidence
- B.** diagnosis
- C.** concealed pipework
- D.** active leak

D Choose the response that fits / continued

4. Rebuild the exchange from "A dry patch is not a diagnosis". Rosa: "The washroom is directly above it. Wouldn't the basin there be the obvious source to put in the report?" Arun: [missing response] Rosa: "I had written basin leak on the job record. That sounds more definite than what we've actually established about this stain." Which response belongs in the gap?

- A.** It describes the location. It does not establish the moisture source. No pipework is visible here, so we should not name a concealed component as responsible.
- B.** Correct. There is no repair claim to make from these facts. We have an observation and an unresolved source, not a documented correction of the problem.
- C.** Say the visible patch is dry during the visit. Keep the time in the sentence, and add that the source of the staining has not been established.
- D.** The observation scope is the visible surface during this attendance. It does not establish the condition of hidden pipework or prove that an issue cannot recur.

[Answers and explanations, page 123](#)

One useful distinction

Dry during the visit describes a surface and a time. It does not prove that no leak exists, that a previous leak has stopped, or that a particular concealed pipe caused the stain.

E Conversation

A dry patch is not a diagnosis

A dry patch is not a diagnosis

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

WORD AND PHRASE BANK

causal claim / qualified statement / repair claim / moisture source / finding summary /
inspection limitation / visible patch / time qualifier / observation scope / surface condition

- 01 **Rosa:** Arun, the ceiling patch under the washroom looks dry now. Can I tell the shop staff that the leak has stopped?
- 02 **Arun:** I can confirm the ¹ _____ we can see during this visit. I cannot turn that into confirmation that a leak has stopped.
- 03 **Rosa:** So your observation is about the surface during this visit. You aren't saying you've seen the pipework inside the ceiling.
- 04 **Arun:** Say the ² _____ is dry during the visit. Keep the time in the sentence, and add that the source of the staining has not been established.
- 05 **Rosa:** The washroom is directly above it. Wouldn't the basin there be the obvious source to put in the report?
- 06 **Arun:** It describes the location. It does not establish the ³ _____. No pipework is visible here, so we should not name a concealed component as responsible.
- 07 **Rosa:** I had written basin leak on the job record. That sounds more definite than what we've actually established about this stain.
- 08 **Arun:** That is right. It would be a ⁴ _____, not a description of the ceiling. We need to keep those two kinds of statement separate.
- 09 **Rosa:** What wording will give the owner something useful without making the dry patch sound like confirmation that everything above it is fine?
- 10 **Arun:** The ⁵ _____ is the visible surface during this attendance. It does not establish the condition of hidden pipework or prove that an issue cannot recur.

Conversation continues on the next page.

A dry patch is not a diagnosis

CONVERSATION / CONTINUED

- 11 **Rosa:** The pipework wasn't visible. Should that limitation sit beside the observation, rather than disappear into another part of the report?
- 12 **Arun:** Exactly. That would erase the ⁶ _____. The accurate record should say no pipework was visible, rather than imply that every relevant component was examined.
- 13 **Rosa:** I also have a box marked repair completed. No repair is established by this account, so I shouldn't use that as the closing status.
- 14 **Arun:** Correct. There is no ⁷ _____ to make from these facts. We have an observation and an unresolved source, not a documented correction of the problem.
- 15 **Rosa:** Could you give me one concise sentence with both the observation and its limits? The staff need a clear update, not a vague reassurance.
- 16 **Arun:** Use a ⁸ _____: ceiling stain below the upstairs washroom; visible patch dry during the visit; source not established, with assessment still needed.
- 17 **Rosa:** Should I retain at the time of the visit? Removing it makes the sentence shorter but seems to broaden what it claims.
- 18 **Arun:** Good. The ⁹ _____ matters. Removing it could make a limited observation sound like a continuing assurance about the whole system.
- 19 **Rosa:** I'll record the dry surface and unresolved source. I won't describe the pipework as sound or the issue as repaired on that basis.
- 20 **Arun:** You are welcome. That ¹⁰ _____ is accurate and useful. It records the condition we can describe while leaving the cause for the appropriate assessment.

CHECK THE GAPS

1. surface condition / 2. visible patch / 3. moisture source / 4. causal claim / 5. observation scope / 6. inspection limitation / 7. repair claim / 8. qualified statement / 9. time qualifier / 10. finding summary

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

F Check accuracy and scope

A dry patch is not a diagnosis

Return to the case

Shop owner Rosa asks plumber Arun about a ceiling stain below an upstairs washroom. The visible patch is dry during the visit. No pipework is visible, and the source of the staining has not been established. Rosa asks whether the dry surface proves a leak has stopped. Arun must distinguish the visible condition from a diagnosis, preserve the location in the record, and explain that the source still needs assessment. No completed repair or structural assessment is supplied.

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

1. Which phrase best communicates the inspection limit?

- A. All pipework was inspected
- B. The washroom was proved unrelated
- C. The entire structure was assessed
- D. No pipework was visible from this position

2. What should the report avoid?

- A. The location of the stain
- B. The dry surface observation
- C. The unresolved-source statement
- D. A repair or structural conclusion unsupported by the visit

[Answers and explanations, page 125](#)

Listen for the distinction

Switch roles for turns 11-20. Keep the visit-time qualifier and concealed-pipework limitation in the report.

Give a useful limit, not a vague refusal

A customer asking whether a problem has stopped often wants reassurance. Acknowledge that need, state what was actually observed, and explain what the observation cannot establish. Precise limits can remain courteous without sounding dismissive or alarmist.

F Say it / transfer to a new case

Correct the manager update

Complete the concise report. Preserve the surface observation and the missing source assessment without implying a repair.

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

established / pipework / assessment / dry

- 01 **Owner:** The visible patch was ¹ _____ during the visit.
- 02 **Plumber:** No ² _____ was visible.
- 03 **Owner:** The source is not ³ _____.
- 04 **Plumber:** The source still needs ⁴ _____.

CHECK THE GAPS

1. dry / 2. pipework / 3. established / 4. assessment

[Why these answers fit, page 126](#)

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 dry patch is not a diagnosis". Rosa: "I also have a box marked repair completed. No repair is established by this account, so I shouldn't use that as the closing status." Arun: [missing response] Rosa: "Could you give me one concise sentence with both the observation and its limits? The staff need a clear update, not a vague reassurance." Which response belongs in the gap?

- A.** Correct. There is no repair claim to make from these facts. We have an observation and an unresolved source, not a documented correction of the problem.
- B.** Say the visible patch is dry during the visit. Keep the time in the sentence, and add that the source of the staining has not been established.
- C.** It describes the location. It does not establish the moisture source. No pipework is visible here, so we should not name a concealed component as responsible.
- D.** The observation scope is the visible surface during this attendance. It does not establish the condition of hidden pipework or prove that an issue cannot recur.

[Answers and explanations, page 127](#)

Review 2 / Meaning and context

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

Case file

Revisit "Reconciling fixture layouts and dimensions" and "Describing moisture without diagnosing its source". 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: Surface of the structural framing used as a reference. Which term fits?

- A. framing face
- B. rough-in detail
- C. finish thickness
- D. coordinated detail

2. A colleague needs the term for this meaning: Discoloration remaining from an earlier event. Which term fits?

- A. historical staining
- B. ceiling stain
- C. time qualifier
- D. resolution

3. Rebuild the exchange from "A designation is not a measurement". Omar: "Would a photograph of similar packaging settle it? Another delivery had the same color, and that one matched the order." Leila: [missing response] Omar: "Once we've identified it, how do we check the measurement without comparing it with an unrelated pipe from a different range?" Which response belongs in the gap?

- A. Let's check what each number represents. The order gives a nominal size, which is a conventional designation, not necessarily the measured outer diameter.
- B. Send the ordered product series with the available label details. I'll use those references to request the missing identity information from the supplier.
- C. Not yet. The delivery label is incomplete, so product identification is still missing. Explaining the size convention doesn't verify which item actually arrived.
- D. No. We need the actual item's part number and supporting identification. Similar packaging isn't a reliable substitute for the manufacturer's item reference.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "A dry patch is not a diagnosis". Rosa: "Should I retain at the time of the visit? Removing it makes the sentence shorter but seems to broaden what it claims." Arun: [missing response] Rosa: "I'll record the dry surface and unresolved source. I won't describe the pipework as sound or the issue as repaired on that basis." Which response belongs in the gap?

- A.** Use a qualified statement: ceiling stain below the upstairs washroom; visible patch dry during the visit; source not established, with assessment still needed.
- B.** Good. The time qualifier matters. Removing it could make a limited observation sound like a continuing assurance about the whole system.
- C.** I can confirm the surface condition we can see during this visit. I cannot turn that into confirmation that a leak has stopped.
- D.** That is right. It would be a causal claim, not a description of the ceiling. We need to keep those two kinds of statement separate.

[Answers and explanations, page 151](#)

A Read the situation

LESSON 05 / EXPLAINING DRAINAGE AND ACCESS TERMINOLOGY

Explain a technical term in ordinary language and distinguish a design request from an approved change to service access.

The panel is not an extra drain

Client Hana reviews a cabinet drawing with plumbing coordinator Dev. The drawing shows a small removable panel for access to a recorded cleanout. Hana calls it an extra drain and asks for it to be permanently covered. The plumber has not reviewed that enclosure change. The designer needs to coordinate the access detail with the plumbing team. No approved panel dimensions, replacement arrangement, or permission to conceal the cleanout is supplied.

People: Hana, Client; Dev, Plumbing coordinator.

Read the record

Choose one answer per question using the facts above.

1. What does the removable panel provide?

- A. Access to the recorded cleanout
- B. A second basin drain
- C. A new water supply
- D. A decorative plumbing fixture

2. What has Hana requested?

- A. Replacement of the basin model
- B. A new drain location already accepted
- C. Permanent covering of the panel area
- D. Approval of a completed access review

3. Who needs to coordinate the detail?

- A. The client alone without review
- B. Only the furniture delivery driver
- C. No one because the panel is decorative
- D. The designer with the plumbing team

[Answers and explanations, page 128](#)

B Vocabulary in use

CORE TERMS

access panel

Removable or openable cover providing access behind a finish.

retain an access panel

drain

Opening or pipe carrying used water away.

distinguish the drain

waste outlet

Point through which used water leaves a fixture.

identify the waste outlet

removable cover

Cover designed to be taken off through the proper procedure.

specify a removable cover

cabinet elevation

Drawing showing the vertical face of cabinetry.

read the cabinet elevation

maintenance

Work to preserve or restore a system's relevant condition.

allow for maintenance

cleanout

Fitting or opening provided for access to drainage piping for maintenance.

identify the recorded cleanout

drainage line

Pipe route conveying waste water or discharge.

locate the drainage line

service access

Means of reaching equipment or services for relevant work.

preserve service access

permanent enclosure

Construction intended to remain closed rather than provide removable access.

review a permanent enclosure

access detail

Design information showing how services can be reached.

coordinate the access detail

clear opening

Unobstructed space available through an opening.

verify the clear opening

Say it in context

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

access panel ACCESS PANEL

retain an access panel

Keep the meaning precise: Removable or openable cover providing access behind a finish.

service access SERVICE ACCESS

preserve service access

Keep the meaning precise: Means of reaching equipment or services for relevant work.

B Precision and professional shorthand

EXTEND YOUR RANGE

obstruction

Item that blocks a required route or space.

identify an obstruction

finish panel

Panel forming an exposed decorative surface.

coordinate the finish panel

hinged panel

Panel attached so that it can swing open.

identify a hinged panel

design intent

Purpose or intended result of a design feature.

clarify the design intent

enclosure change

Proposed alteration to the surrounding cover or construction.

review the enclosure change

review status

Stage of evaluation or acceptance.

confirm the review status

concealment

Covering that hides an element from view.

review proposed concealment

fixed panel

Panel not intended to function as a removable access feature.

distinguish a fixed panel

serviceable

Capable of receiving relevant maintenance under the required conditions.

verify a serviceable arrangement

appearance request

Client preference about how something looks.

record the appearance request

access requirement

Condition that access must satisfy for the actual application.

establish the access requirement

coordination response

Agreed answer from the relevant design and trade review.

await the coordination response

Say it in context

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

clear opening CLEAR OPENING

verify the clear opening

Keep the meaning precise: Unobstructed space available through an opening.

hinged panel HINGED PANEL

identify a hinged panel

Keep the meaning precise: Panel attached so that it can swing open.

Phrases that move the work forward

Clarify the label

That symbol identifies an access panel, not an extra drain.

Define the second term

A cleanout provides maintenance access to the drainage piping.

Separate request and approval

I can record that preference, but it is not an approved change.

Avoid inventing dimensions

We do not have approved access dimensions here.

Name the coordinator

The designer needs to coordinate this with the plumbing team.

Avoid a casual assurance

I cannot confirm that permanent covering is acceptable.

Distinguish the panel types

A fixed finish panel is not automatically an access panel.

Preserve the status

The enclosure change remains unapproved.

Explain the function

It provides access to the recorded cleanout.

Acknowledge the appearance concern

I understand that you want a continuous cabinet finish.

Name the unreviewed item

The proposed permanent enclosure has not been reviewed by the plumber.

Keep function distinct

Hiding a component and preserving access are different questions.

Ask for the actual detail

Please confirm how the required access will be provided.

Keep alternatives conditional

Any alternative arrangement needs the relevant review.

Record the preference

The client requests a less visible panel arrangement.

Close with the next step

We will seek a coordinated access detail before confirming a change.

Precision in real exchanges

Purpose: Acknowledge the appearance concern

Useful wording: I understand that you want a continuous cabinet finish.

Purpose: Separate request and approval

Useful wording: I can record that preference, but it is not an approved change.

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 is clearest?

- A.** A small panel never needs review
- B.** The panel lets the relevant team reach the cleanout; it is not another drain
- C.** The panel drains the cabinet
- D.** The cleanout is merely decorative

2. What should Dev do with Hana's preference?

- A.** Record it for design coordination without approving concealment
- B.** Accept a fixed front once the cabinet maker agrees
- C.** Specify a smaller opening before dimensions are reviewed
- D.** Promise a concealed panel based on a different project

3. A colleague needs the term for this meaning: Pipe route conveying waste water or discharge. Which term fits?

- A.** drainage line
- B.** finish panel
- C.** cabinet elevation
- D.** enclosure change

D Choose the response that fits / continued

4. Rebuild the exchange from "The panel is not an extra drain". Hana: "I understand the difference now. My concern is how the panel looks. Could the cabinet maker cover it permanently so the front stays uninterrupted?" Dev: [missing response] Hana: "If the cabinet maker is happy with a fixed front, doesn't that settle it? The change would be to the cabinet rather than the pipe." Which response belongs in the gap?

- A.** Don't assume a fixed panel provides equivalent access. The reviewed detail must establish how the required access works, rather than relying on a future workaround.
- B.** Exactly. I'll keep that review status clear and return the response to you. We have clarified what you want without treating the revised cabinet detail as accepted.
- C.** I can record that as an appearance request, but not approve it as a construction change. The access function needs to be preserved in the reviewed arrangement.
- D.** We haven't been supplied an approved clear opening dimension. I shouldn't invent one or say a smaller opening works just because it looks less noticeable.

[Answers and explanations, page 128](#)

One useful distinction

The access panel is not a second drain. It provides a way to reach the recorded cleanout, which serves drainage-maintenance access. Explaining that function does not specify an acceptable panel size or enclosure arrangement.

E Conversation

The panel is not an extra drain

The panel is not an extra drain

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

WORD AND PHRASE BANK

access panel / clear opening / coordination response / appearance request / access detail
/ cleanout / fixed panel / access requirement / review status / design intent

- 01 **Hana:** Dev, there's a small panel in the cabinet drawing. Is that another drain? I'd rather have one clean surface without that extra piece.
- 02 **Dev:** The drawing shows an ¹ _____, not an extra drain. The removable cover allows the relevant maintenance point behind the cabinet to be reached.
- 03 **Hana:** Then what is the thing behind it? I thought every opening shown near the basin was another place for water to drain away.
- 04 **Dev:** It's a ² _____, a drainage-maintenance access point. It isn't the basin's waste outlet, and the cabinet cover isn't itself part of that drainage opening.
- 05 **Hana:** I understand the difference now. My concern is how the panel looks. Could the cabinet maker cover it permanently so the front stays uninterrupted?
- 06 **Dev:** I can record that as an ³ _____, but not approve it as a construction change. The access function needs to be preserved in the reviewed arrangement.
- 07 **Hana:** If the cabinet maker is happy with a fixed front, doesn't that settle it? The change would be to the cabinet rather than the pipe.
- 08 **Dev:** The ⁴ _____ crosses both trades. The plumber and designer need to review how the required point remains accessible within the proposed cabinet arrangement.
- 09 **Hana:** How large does the usable opening have to be? I don't see a dimension in the information we've been discussing.
- 10 **Dev:** We haven't been supplied an approved ⁵ _____ dimension. I shouldn't invent one or say a smaller opening works just because it looks less noticeable.

Conversation continues on the next page.

The panel is not an extra drain

CONVERSATION / CONTINUED

- 11 **Hana:** What if the front could eventually be removed with substantial cabinet work? Would that count as the same thing as the removable cover?
- 12 **Dev:** Don't assume a ⁶ _____ provides equivalent access. The reviewed detail must establish how the required access works, rather than relying on a future workaround.
- 13 **Hana:** I don't want a maintenance visit to turn into a cabinet replacement. Can you ask for an option that looks tidy and keeps the necessary access?
- 14 **Dev:** Yes. I'll pass on both the appearance preference and the ⁷ _____. The response needs to address them together; one doesn't cancel the other.
- 15 **Hana:** Should the request say remove the extra drain? That's what I wrote initially, but it now sounds as though I meant something quite different.
- 16 **Dev:** I'll correct it to preserve the ⁸ _____.: access to the cleanout. Your request concerns the visible cabinet finish, not removal of a drainage feature.
- 17 **Hana:** Can you promise a concealed panel will solve it? I've seen those elsewhere, although I don't know whether this cabinet can use one.
- 18 **Dev:** I can't promise a panel type before the ⁹ _____. We'll ask for a suitable reviewed option, not assume another project's detail works here.
- 19 **Hana:** Then the record is a request for a cleaner appearance, with the access arrangement still awaiting review. It isn't permission to cover the point permanently.
- 20 **Dev:** Exactly. I'll keep that ¹⁰ _____ clear and return the response to you. We have clarified what you want without treating the revised cabinet detail as accepted.

CHECK THE GAPS

1. access panel / 2. cleanout / 3. appearance request / 4. access detail / 5. clear opening / 6. fixed panel / 7. access requirement / 8. design intent / 9. coordination response / 10. review status

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

F Check accuracy and scope

The panel is not an extra drain

Return to the case

Client Hana reviews a cabinet drawing with plumbing coordinator Dev. The drawing shows a small removable panel for access to a recorded cleanout. Hana calls it an extra drain and asks for it to be permanently covered. The plumber has not reviewed that enclosure change. The designer needs to coordinate the access detail with the plumbing team. No approved panel dimensions, replacement arrangement, or permission to conceal the cleanout is supplied.

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

1. Which claim is unsupported?

- A. The plumber has not reviewed the change
- B. The drawn panel dimensions are approved and sufficient
- C. The drawing shows a removable panel
- D. The client wants a continuous finish

2. What is the appropriate next step?

- A. Assume all removable covers are interchangeable
- B. Coordinate the access detail with the designer and plumbing team
- C. Give the client instructions to dismantle the panel
- D. Approve a fixed cover based on appearance

[Answers and explanations, page 131](#)

Listen for the distinction

Switch roles for turns 11-20. Keep the appearance request open while the access detail awaits coordination.

Explain function before defending terminology

A client may object to something because the label suggests the wrong function. Explain what the component does in everyday language, then describe the actual design question. Correcting a term does not require belittling the client or approving the requested change.

F Say it / transfer to a new case

Explain the panel and the pending review

Complete the client exchange. Name the access feature and preserve the approval boundary.

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

drain / detail / cleanout / approved

- 01 **Client:** The panel is not an extra ¹ _____.
- 02 **Coordinator:** It provides access to a ² _____.
- 03 **Client:** The designer will coordinate the access ³ _____.
- 04 **Coordinator:** Permanent covering is not yet ⁴ _____.

CHECK THE GAPS

1. drain / 2. cleanout / 3. detail / 4. approved

[Why these answers fit, page 131](#)

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 panel is not an extra drain". Hana: "I don't want a maintenance visit to turn into a cabinet replacement. Can you ask for an option that looks tidy and keeps the necessary access?" Dev: [missing response] Hana: "Should the request say remove the extra drain? That's what I wrote initially, but it now sounds as though I meant something quite different." Which response belongs in the gap?

- A.** Yes. I'll pass on both the appearance preference and the access requirement. The response needs to address them together; one doesn't cancel the other.
- B.** The drawing shows an access panel, not an extra drain. The removable cover allows the relevant maintenance point behind the cabinet to be reached.
- C.** It's a cleanout, a drainage-maintenance access point. It isn't the basin's waste outlet, and the cabinet cover isn't itself part of that drainage opening.
- D.** The access detail crosses both trades. The plumber and designer need to review how the required point remains accessible within the proposed cabinet arrangement.

[Answers and explanations, page 132](#)

A Read the situation

LESSON 06 / COORDINATING INTERRUPTIONS AND ROOM ACCESS

Correct a notice by separating attendance time, affected area, proposed interruption window, and pending approval.

Arrival at nine, proposed interruption at ten

Service coordinator Imani speaks with tenant representative Joel about a plumbing visit booked for 09:00. A water interruption is proposed for 10:00-11:00, pending building-manager approval. The stated affected area is the east washroom only. Joel thinks the whole building will be unavailable from 09:00. Imani must correct both the extent and the timing without presenting the proposed interruption as confirmed. The conversation supplies no instruction to operate valves or begin work.

People: Imani, Service coordinator; Joel, Tenant representative.

Read the record

Choose one answer per question using the facts above.

1. What is booked for 09:00?

- A. A completed valve operation
- B. The plumbing visit
- C. A whole-building shutdown
- D. The end of the interruption

2. What is the proposed interruption window?

- A. 09:00-10:00 already approved
- B. 10:00-11:00
- C. 09:00-11:00
- D. All day

3. What is the stated affected area?

- A. The whole building
- B. Every washroom
- C. The west washroom only
- D. The east washroom only

[Answers and explanations, page 133](#)

B Vocabulary in use

CORE TERMS

attendance time

Time scheduled for the service team to arrive.
confirm the attendance time

affected area

Location included in the stated impact.
identify the affected area

building manager

Person responsible for relevant building coordination.
seek building-manager approval

proposed interruption

Suggested service pause not yet confirmed.
describe the proposed interruption

booking confirmation

Record establishing an agreed appointment.
read the booking confirmation

impact scope

Extent of the service or area affected.
define the impact scope

interruption window

Defined period proposed or agreed for a service interruption.
state the interruption window

east washroom

Particular room identified by its east-side location.
specify the east washroom

tenant representative

Person communicating on behalf of occupants.
brief the tenant representative

approved interruption

Service pause accepted through the relevant approval process.
distinguish an approved interruption

notice wording

Text used to inform affected people.
correct the notice wording

pending approval

Awaiting a required acceptance decision.
retain pending-approval status

Say it in context

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

attendance time ATTENDANCE TIME

confirm the attendance time
Keep the meaning precise: Time scheduled for the service team to arrive.

tenant representative TENANT REPRESENTATIVE

brief the tenant representative
Keep the meaning precise: Person communicating on behalf of occupants.

B Precision and professional shorthand

EXTEND YOUR RANGE

start time

Beginning of a defined event or period.

preserve the start time

room availability

Whether a room is available under stated conditions.

clarify room availability

occupant communication

Information provided to people using the premises.

prepare occupant communication

confirmed appointment

Visit that has been booked rather than merely suggested.

distinguish the confirmed appointment

schedule readback

Repetition of times, scope, and status for confirmation.

give a schedule readback

notice release

Authorization to issue the relevant communication.

confirm notice release

end time

Finish of a defined event or period.

state the end time

access arrangement

Agreed means or conditions for reaching a work area.

coordinate the access arrangement

whole-building claim

Statement that the entire premises is affected.

correct a whole-building claim

operating instruction

Direction to act on equipment or a system.

distinguish an operating instruction

status qualifier

Wording identifying certainty or approval stage.

preserve the status qualifier

coordination update

New information about arrangements and outstanding decisions.

provide a coordination update

Say it in context

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

pending approval **PENDING APPROVAL**

retain pending-approval status

Keep the meaning precise: Awaiting a required acceptance decision.

occupant communication **OCCUPANT COMMUNICATION**

prepare occupant communication

Keep the meaning precise: Information provided to people using the premises.

Phrases that move the work forward

Separate the appointment

The visit is booked for 09:00.

Limit the area

The stated affected area is the east washroom only.

Correct the first misunderstanding

Arrival at 09:00 does not mean interruption at 09:00.

Keep the proposal visible

Please retain proposed in the notice.

Give separate sentences

Put the visit time and interruption window on separate lines.

Preserve the booked item

The attendance booking remains at 09:00.

Distinguish notice and action

This message is not an operating instruction.

Keep release separate

The final notice still needs the relevant release process.

State the proposed window

The proposed interruption is 10:00-11:00.

Name the approval

Building-manager approval is still pending.

Correct the second misunderstanding

The proposal does not cover the whole building.

Avoid overstating certainty

We cannot describe that window as confirmed yet.

Read back both endpoints

The proposed start is 10:00 and the proposed end is 11:00.

Avoid invented access terms

Separate room-access arrangements still need their actual coordination.

Name the correction

We need to correct timing, area, and approval status.

Close with a precise update

Visit booked; east-washroom interruption proposed; approval pending.

Precision in real exchanges

Purpose: Name the approval

Useful wording: Building-manager approval is still pending.

Purpose: Correct the first misunderstanding

Useful wording: Arrival at 09:00 does not mean interruption at 09:00.

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 notice wording preserves all supplied facts?

- A.** Visit proposed at 11:00, interruption approved
- B.** Visit 09:00; east-washroom interruption proposed 10:00-11:00, pending approval
- C.** Whole building closed from 09:00
- D.** East washroom interruption confirmed from 09:00

2. What is wrong with only changing whole building to east washroom?

- A.** It removes the correct building name
- B.** It changes an approved interruption to a proposal
- C.** It supplies too much technical detail
- D.** Timing and approval status may still be wrong

3. A colleague needs the term for this meaning: Particular room identified by its east-side location. Which term fits?

- A.** booking confirmation
- B.** schedule readback
- C.** east washroom
- D.** room availability

D Choose the response that fits / continued

4. Rebuild the exchange from "Arrival at nine, proposed interruption at ten". Joel: "I also wrote building water off. That would affect far more people than the east washroom named in our information." Imani: [missing response] Joel: "If I correct the times and area, can I remove proposed? Ten to eleven sounds definite enough when it's written on a notice." Which response belongs in the gap?

- A.** The attendance time is 09:00, yes. But that is not the proposed start of the water interruption, and the proposal does not cover the whole building.
- B.** It still needs the status qualifier. The interruption is proposed, not confirmed, because building-manager approval is pending. Your revised sentence currently sounds like a firm arrangement.
- C.** The stated affected area is the east washroom only. Please keep that room name attached to the proposed interruption rather than describing every area as unavailable.
- D.** Exactly. The building manager has not approved that proposal yet. We need both the accurate details and the accurate level of certainty in the communication.

[Answers and explanations, page 133](#)

One useful distinction

The visit is booked for 09:00. The interruption is proposed for 10:00-11:00, with building-manager approval pending. Do not move the interruption to the arrival time or call the proposal confirmed.

E Conversation

Arrival at nine, proposed interruption at ten

Arrival at nine, proposed interruption at ten

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

WORD AND PHRASE BANK

affected area / coordination update / status qualifier / access arrangement /
operating instruction / schedule readback / building manager / interruption window /
notice wording / attendance time

- 01 **Joel:** Imani, I combined the visit and the water interruption in one notice: nine to eleven, east washroom. Have I accidentally made the interruption longer?
- 02 **Imani:** The ¹ _____ is 09:00, yes. But that is not the proposed start of the water interruption, and the proposal does not cover the whole building.
- 03 **Joel:** Then nine is the booked arrival. What are the start and end times of the separate interruption we are proposing?
- 04 **Imani:** The visit is booked for nine. The proposed ² _____ is 10:00-11:00. Those are separate events, and they also have different approval states.
- 05 **Joel:** I also wrote building water off. That would affect far more people than the east washroom named in our information.
- 06 **Imani:** The stated ³ _____ is the east washroom only. Please keep that room name attached to the proposed interruption rather than describing every area as unavailable.

E Conversation / continued

- 07 **Joel:** If I correct the times and area, can I remove proposed? Ten to eleven sounds definite enough when it's written on a notice.
- 08 **Imani:** It still needs the ⁴ _____. The interruption is proposed, not confirmed, because building-manager approval is pending. Your revised sentence currently sounds like a firm arrangement.
- 09 **Joel:** Who still needs to approve that window? I don't want the visit booking mistaken for the missing decision.
- 10 **Imani:** Exactly. The ⁵ _____ has not approved that proposal yet. We need both the accurate details and the accurate level of certainty in the communication.

Conversation continues on the next page.

Arrival at nine, proposed interruption at ten

CONVERSATION / CONTINUED

- 11 **Joel:** Please help me word the draft with the visit and interruption on separate lines. Both times need to stay attached to the right event.
- 12 **Imani:** Yes. That would improve the ⁶ _____ and make the distinction easier to scan. Keep 09:00 with attendance and 10:00-11:00 with the proposed east-washroom interruption.
- 13 **Joel:** Does booking the visit also confirm how the plumber will get access? I don't see a separate agreed arrangement in these notes.
- 14 **Imani:** Correct. We should not invent an ⁷ _____ in this correction. We are clarifying the supplied timing, impact, and approval status, not adding new permissions.
- 15 **Joel:** Let me read it back: visit booked for nine, interruption proposed ten to eleven, east washroom only, subject to the manager's approval.
- 16 **Imani:** That ⁸ _____ is accurate. It fixes the earlier whole-building claim without turning the interruption into a confirmed event.
- 17 **Joel:** One tenant asked which valve to use at ten. This draft doesn't authorize a tenant to operate anything, does it?
- 18 **Imani:** Precisely. It is not an ⁹ _____. Actual operations and the release of the final notice must follow their separate relevant processes.
- 19 **Joel:** I'll hold the notice for the required approval and keep the operating arrangements separate. Please update me when the pending decision is available.
- 20 **Imani:** Thank you. That gives us a clear ¹⁰ _____.: booked visit, limited proposed interruption, and a named approval still outstanding. Those distinctions should remain in any later summary.

CHECK THE GAPS

1. attendance time / 2. interruption window / 3. affected area / 4. status qualifier / 5. building manager / 6. notice wording / 7. access arrangement / 8. schedule readback / 9. operating instruction / 10. coordination update

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

F Check accuracy and scope

Arrival at nine, proposed interruption at ten

Return to the case

Service coordinator Imani speaks with tenant representative Joel about a plumbing visit booked for 09:00. A water interruption is proposed for 10:00-11:00, pending building-manager approval. The stated affected area is the east washroom only. Joel thinks the whole building will be unavailable from 09:00. Imani must correct both the extent and the timing without presenting the proposed interruption as confirmed. The conversation supplies no instruction to operate valves or begin work.

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

1. Which item is already confirmed?

- A. The proposed interruption
- B. The whole-building effect
- C. Valve operating permission
- D. The 09:00 visit booking

2. What should Joel avoid treating the message as?

- A. Permission to operate valves or start an interruption
- B. A correction of the area
- C. A statement of the proposed window
- D. A clarification of attendance time

[Answers and explanations, page 135](#)

Listen for the distinction

Switch roles for turns 11-20. Preserve east washroom only and the pending manager approval in the readback.

Separate the clocks and the commitments

A visit, an interruption, and a room-access arrangement can appear in one message but have different times and approval states. Give each its own sentence. Correcting one misunderstanding must not leave another in place or make a proposal sound booked.

F Say it / transfer to a new case

Separate the two times

Complete the corrected schedule notice. Preserve the room limit and the proposal status.

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

09:00 / east / pending / 10:00-11:00

- 01 **Coordinator:** The visit is booked for ¹ _____.
- 02 **Representative:** The interruption is proposed for ² _____.
- 03 **Coordinator:** It concerns the ³ _____ washroom only.
- 04 **Representative:** Building-manager approval remains ⁴ _____.

CHECK THE GAPS

1. 09:00 / 2. 10:00-11:00 / 3. east / 4. pending

[Why these answers fit, page 136](#)

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 "Arrival at nine, proposed interruption at ten". Joel: "Does booking the visit also confirm how the plumber will get access? I don't see a separate agreed arrangement in these notes." Imani: [missing response] Joel: "Let me read it back: visit booked for nine, interruption proposed ten to eleven, east washroom only, subject to the manager's approval." Which response belongs in the gap?

- A.** The attendance time is 09:00, yes. But that is not the proposed start of the water interruption, and the proposal does not cover the whole building.
- B.** Correct. We should not invent an access arrangement in this correction. We are clarifying the supplied timing, impact, and approval status, not adding new permissions.
- C.** Exactly. The building manager has not approved that proposal yet. We need both the accurate details and the accurate level of certainty in the communication.
- D.** Yes. That would improve the notice wording and make the distinction easier to scan. Keep 09:00 with attendance and 10:00-11:00 with the proposed east-washroom interruption.

[Answers and explanations, page 137](#)

Review 3 / Meaning and context

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

Case file

Revisit "Explaining drainage and access terminology" and "Coordinating interruptions and room access". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Opening or pipe carrying used water away. Which term fits?

- A. appearance request
- B. concealment
- C. drain
- D. permanent enclosure

2. A colleague needs the term for this meaning: Service pause accepted through the relevant approval process. Which term fits?

- A. start time
- B. approved interruption
- C. confirmed appointment
- D. attendance time

3. Rebuild the exchange from "A dry patch is not a diagnosis". Rosa: "What wording will give the owner something useful without making the dry patch sound like confirmation that everything above it is fine?" Arun: [missing response] Rosa: "The pipework wasn't visible. Should that limitation sit beside the observation, rather than disappear into another part of the report?" Which response belongs in the gap?

- A. The observation scope is the visible surface during this attendance. It does not establish the condition of hidden pipework or prove that an issue cannot recur.
- B. It describes the location. It does not establish the moisture source. No pipework is visible here, so we should not name a concealed component as responsible.
- C. Correct. There is no repair claim to make from these facts. We have an observation and an unresolved source, not a documented correction of the problem.
- D. Say the visible patch is dry during the visit. Keep the time in the sentence, and add that the source of the staining has not been established.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "Arrival at nine, proposed interruption at ten". Joel: "One tenant asked which valve to use at ten. This draft doesn't authorize a tenant to operate anything, does it?" Imani: [missing response] Joel: "I'll hold the notice for the required approval and keep the operating arrangements separate. Please update me when the pending decision is available." Which response belongs in the gap?

- A.** The visit is booked for nine. The proposed interruption window is 10:00-11:00. Those are separate events, and they also have different approval states.
- B.** Exactly. The building manager has not approved that proposal yet. We need both the accurate details and the accurate level of certainty in the communication.
- C.** Precisely. It is not an operating instruction. Actual operations and the release of the final notice must follow their separate relevant processes.
- D.** Yes. That would improve the notice wording and make the distinction easier to scan. Keep 09:00 with attendance and 10:00-11:00 with the proposed east-washroom interruption.

[Answers and explanations, page 153](#)

A Read the situation

LESSON 07 / PRICING CHANGES AND RESTORATION BOUNDARIES

Explain the limits of an estimate, separate a product allowance from related work, and request a revised scope before confirming terms.

A fixture allowance is not a vanity package

Client Ava discusses an estimate with plumbing estimator Luis. The estimate covers replacing basin B1 with the specified model. Ava now wants a wall-hung vanity and assumes the fixture allowance includes cabinet changes and redecoration, neither of which appears in the estimate. Access requirements and the revised plumbing scope have not been assessed. Luis must explain the original coverage, record the change request, and avoid quoting an unsupported extra cost or completion date.

People: Ava, Client; Luis, Plumbing estimator.

Read the record

Choose one answer per question using the facts above.

1. What does the current estimate cover?

- A. Every possible access repair
- B. Replacing B1 with the specified basin model
- C. A complete wall-hung vanity installation package
- D. Cabinet changes and redecoration

2. What is Ava assuming?

- A. Luis has supplied a new completion date
- B. The fixture allowance includes cabinet changes and redecoration
- C. The original model has no identifier
- D. A revised assessment is complete

3. What remains unassessed?

- A. The existence of the original estimate
- B. Ava's request for a wall-hung vanity
- C. The fact that B1 is the original fixture
- D. Access requirements and revised plumbing scope

[Answers and explanations, page 138](#)

B Vocabulary in use

CORE TERMS

estimate

Stated assessment of expected cost for defined work.

review the estimate

specified model

Product identified in the agreed or proposed scope.

retain the specified model

wall-hung vanity

Vanity assembly supported from a wall rather than standing on the floor.

assess the wall-hung vanity request

redecoration

Renewal of decorative finishes.

distinguish redecoration

access requirements

Conditions or provisions needed to reach the work.

assess access requirements

scope inclusion

Item expressly covered by the stated work.

identify scope inclusions

fixture allowance

Amount allocated for a fixture within the stated estimate terms.

clarify the fixture allowance

basin replacement

Work to replace the identified basin.

define the basin replacement

cabinet alteration

Change to the cabinetry arrangement or construction.

price cabinet alterations

making good

Restoring affected surfaces after work, within an agreed scope.

define making good

revised scope

Updated description of work after a change.

agree the revised scope

scope exclusion

Item expressly left outside the stated work.

check scope exclusions

Say it in context

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

estimate ESTIMATE

review the estimate

Keep the meaning precise: Stated assessment of expected cost for defined work.

cabinet alteration CABINET ALTERATION

price cabinet alterations

Keep the meaning precise: Change to the cabinetry arrangement or construction.

B Precision and professional shorthand

EXTEND YOUR RANGE

unlisted work

Work not described in the current estimate.

identify unlisted work

additional cost

Cost beyond the amount already stated.

assess additional cost

commercial terms

Conditions concerning price, timing, and agreement.

confirm commercial terms

trade coordination

Alignment of work between the relevant specialists.

arrange trade coordination

first-hour rating

Rated hot-water delivery in an hour beginning with a fully heated tank.

compare first-hour ratings

client selection

Product or arrangement chosen by the customer.

record the client selection

change request

Proposal to alter the existing scope or selection.

record a change request

revised quotation

Updated price proposal for a defined changed scope.

prepare a revised quotation

completion date

Date agreed or proposed for finishing defined work.

confirm the completion date

scope boundary

Limit separating included work from other work.

explain the scope boundary

storage volume

Amount held in a tank, distinct from its rated first-hour delivery.

distinguish storage volume from delivery

approval to proceed

Authorization to carry out the agreed work.

obtain approval to proceed

Say it in context

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

scope exclusion **SCOPE EXCLUSION**

check scope exclusions

Keep the meaning precise: Item expressly left outside the stated work.

commercial terms **COMMERCIAL TERMS**

confirm commercial terms

Keep the meaning precise: Conditions concerning price, timing, and agreement.

Phrases that move the work forward

State the original coverage

The estimate covers replacement of B1 with the specified model.

Clarify the allowance

The fixture allowance has the scope stated in this estimate.

Avoid blame

I can see why you read that as a complete package.

Keep access open

We have not assessed the access requirements for the new arrangement.

Avoid an invented extra

I cannot give you a reliable additional figure yet.

Record the request

I will record the wall-hung vanity as a change request.

Clarify making good

Any making-good work needs its own stated extent.

Keep approval separate

This discussion is not approval to proceed with extra work.

Identify the new request

You are now asking for a wall-hung vanity.

Name the unlisted work

Cabinet changes and redecoration are not listed here.

Separate the tasks

Product supply, plumbing work, and restoration need distinct scope descriptions.

Keep the plumbing scope open

The revised plumbing scope also needs assessment.

Avoid a date promise

We have not confirmed completion timing for the changed work.

Ask for the revised basis

We need a defined scope before confirming the revised price.

Preserve the original reference

The current estimate remains our reference for the original replacement.

Close with the next stage

We will assess the changed scope and then confirm revised terms.

Precision in real exchanges

Purpose: Name the unlisted work

Useful wording: Cabinet changes and redecoration are not listed here.

Purpose: Avoid blame

Useful wording: I can see why you read that as a complete package.

D Choose the response that fits

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

1. Which response best addresses Ava's assumption?

- A.** Cabinet alterations will definitely be necessary and are already priced
- B.** Making good includes all room redecoration because the estimate names a basin
- C.** The estimate covers B1 replacement; cabinet changes and redecoration are not listed
- D.** The allowance covers the vanity if its product price is unchanged

2. What must happen before revised terms can be confirmed?

- A.** Treat the product preference as installation approval
- B.** Assess access requirements and define the revised scope
- C.** Reuse the original date automatically
- D.** Assume all cabinet work is free

3. A colleague needs the term for this meaning: Work to replace the identified basin. Which term fits?

- A.** basin replacement
- B.** access requirements
- C.** additional cost
- D.** first-hour rating

D Choose the response that fits / continued

4. Rebuild the exchange from "A fixture allowance is not a vanity package". Ava: "Then please price the wall-hung option before anyone orders it. I haven't agreed to a revised amount, and I don't know what other work it involves." Luis: [missing response] Ava: "Can you tell from the product picture whether the existing connections can stay where they are? It would be helpful to avoid opening anything up." Which response belongs in the gap?

- A.** A fixed additional cost would be premature before the changed scope and access are assessed. The price needs a defined basis so you can compare it meaningfully.
- B.** I'll log a change request for assessment and pricing. That records the option you want examined; it doesn't make the option agreed work or an approved order.
- C.** Exactly. A cabinet alteration is a possible related scope item to assess, not a technical conclusion we've already reached. We need to define the actual work first.
- D.** Understood. This isn't approval to proceed. We'll keep the original estimate and your change request distinct, and seek the appropriate decision after the revised proposal is available.

[Answers and explanations, page 138](#)

One useful distinction

The estimate covers the specified replacement of B1. The fixture allowance does not establish that cabinet alterations and redecoration are included. Explain the actual document instead of treating an allowance as a complete project package.

E Conversation

A fixture allowance is not a vanity package

A fixture allowance is not a vanity package

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

WORD AND PHRASE BANK

making good / additional cost / access requirements / cabinet alteration /
approval to proceed / change request / revised quotation / completion date / estimate /
fixture allowance

- 01 **Ava:** Luis, I'd like to change B1 to a wall-hung vanity. The estimate already includes a basin allowance, so is this just a product-price difference?
- 02 **Luis:** The existing ¹ _____ is for replacing the specified B1 basin. We need to separate that original scope from the different arrangement you're now requesting.
- 03 **Ava:** I saw fixture allowance and assumed it included everything around the new basin. Are the cabinet changes and redecorating already covered by that line?
- 04 **Luis:** The ² _____ has the extent stated in the document. Cabinet changes and redecoration aren't listed as included; the allowance isn't a complete vanity package.
- 05 **Ava:** Then please price the wall-hung option before anyone orders it. I haven't agreed to a revised amount, and I don't know what other work it involves.
- 06 **Luis:** I'll log a ³ _____ for assessment and pricing. That records the option you want examined; it doesn't make the option agreed work or an approved order.
- 07 **Ava:** Can you tell from the product picture whether the existing connections can stay where they are? It would be helpful to avoid opening anything up.
- 08 **Luis:** The plumbing changes and ⁴ _____ haven't been assessed. A product picture doesn't establish the existing arrangement or what would be needed to reach the work.
- 09 **Ava:** So you aren't saying cabinet work is definitely necessary. You're saying it wasn't included and the changed arrangement hasn't been checked yet.
- 10 **Luis:** Exactly. A ⁵ _____ is a possible related scope item to assess, not a technical conclusion we've already reached. We need to define the actual work first.

Conversation continues on the next page.

A fixture allowance is not a vanity package

CONVERSATION / CONTINUED

- 11 **Ava:** Another phrase in these estimates puzzles me: making good. Would that mean repainting the whole room after any access work?
- 12 **Luis:** Not automatically. ⁶ _____ means the agreed restoration, with its extent specified. We should identify the affected finishes and included work rather than imply unlimited redecoration.
- 13 **Ava:** Could you at least give me a fixed extra price today? I'd prefer one number, but we haven't established what that number would cover.
- 14 **Luis:** A fixed ⁷ _____ would be premature before the changed scope and access are assessed. The price needs a defined basis so you can compare it meaningfully.
- 15 **Ava:** The original schedule was based on replacing B1. I shouldn't assume the wall-hung arrangement will be finished on the same date, then.
- 16 **Luis:** Correct. The changed work's ⁸ _____ is not confirmed by the original estimate. Availability, assessed work, and coordination need to be addressed in the revised proposal.
- 17 **Ava:** Please send something that distinguishes the fixture, the related work, and what's excluded. I don't want the same ambiguity when I review the option.
- 18 **Luis:** I'll request a ⁹ _____ with that scope and the relevant assumptions. You can then review the proposed price and timing against a clearly described change.
- 19 **Ava:** Until that comes back, I am asking for an assessment, not authorizing anyone to buy the vanity or start extra work.
- 20 **Luis:** Understood. This isn't ¹⁰ _____. We'll keep the original estimate and your change request distinct, and seek the appropriate decision after the revised proposal is available.

CHECK THE GAPS

1. estimate / 2. fixture allowance / 3. change request / 4. access requirements / 5. cabinet alteration / 6. making good / 7. additional cost / 8. completion date / 9. revised quotation / 10. approval to proceed

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

F Check accuracy and scope

A fixture allowance is not a vanity package

Return to the case

Client Ava discusses an estimate with plumbing estimator Luis. The estimate covers replacing basin B1 with the specified model. Ava now wants a wall-hung vanity and assumes the fixture allowance includes cabinet changes and redecoration, neither of which appears in the estimate. Access requirements and the revised plumbing scope have not been assessed. Luis must explain the original coverage, record the change request, and avoid quoting an unsupported extra cost or completion date.

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

1. Which phrase overpromises?

- A. We need to define any making-good work
- B. The wall-hung vanity will cost exactly the same and finish on the original date
- C. I will record the change request
- D. Cabinet changes are not listed here

2. What does making good need in an agreement?

- A. An assumption that every surface is included
- B. A guessed repair method
- C. No connection to the scope
- D. A defined extent of restoration

[Answers and explanations, page 141](#)

Listen for the distinction

Switch roles for turns 11-20. Stress defined scope before price, completion date, and approval to proceed.

Explain the document, not the customer fault

A customer may read an allowance as a complete package. Point to what the estimate actually includes, acknowledge the desired change, and distinguish the additional questions. Clear boundaries need not sound defensive or imply that every related cost has already been calculated.

F Say it / transfer to a new case

State what is and is not priced

Complete the estimate discussion. Preserve the original scope and the need to assess the changed arrangement.

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

confirmed / assessment / B1 / redecoration

- 01 **Estimator:** The estimate covers replacement of ¹ _____ with the specified model.
- 02 **Client:** Cabinet changes and ² _____ are not listed.
- 03 **Estimator:** The revised scope still needs ³ _____.
- 04 **Client:** Price and timing are not yet ⁴ _____ for the change.

CHECK THE GAPS

1. B1 / 2. redecoration / 3. assessment / 4. confirmed

[Why these answers fit, page 141](#)

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 fixture allowance is not a vanity package". Ava: "Could you at least give me a fixed extra price today? I'd prefer one number, but we haven't established what that number would cover." Luis: [missing response] Ava: "The original schedule was based on replacing B1. I shouldn't assume the wall-hung arrangement will be finished on the same date, then." Which response belongs in the gap?

- A.** I'll log a change request for assessment and pricing. That records the option you want examined; it doesn't make the option agreed work or an approved order.
- B.** A fixed additional cost would be premature before the changed scope and access are assessed. The price needs a defined basis so you can compare it meaningfully.
- C.** Exactly. A cabinet alteration is a possible related scope item to assess, not a technical conclusion we've already reached. We need to define the actual work first.
- D.** Understood. This isn't approval to proceed. We'll keep the original estimate and your change request distinct, and seek the appropriate decision after the revised proposal is available.

[Answers and explanations, page 142](#)

A Read the situation

LESSON 08 / HANDING OVER PLUMBING RECORDS AND FOLLOW-UP

Acknowledge received records, identify a model mismatch, and separate a promised update from an unconfirmed return appointment.

The wrong leaflet and an unbooked visit

At handover, client Maya receives a pack for basin B1, but the care leaflet belongs to the previous model. Service lead Leo takes responsibility for obtaining the replacement leaflet and promises to call on Monday. A separate cosmetic-trim review requires a return visit, but no date is booked. Maya and Leo must keep the document correction and visit arrangement distinct. Receipt of the pack does not make its mismatched leaflet appropriate for the current model.

People: Maya, Client; Leo, Service lead.

Read the record

Choose one answer per question using the facts above.

1. What is wrong with the care leaflet?

- A. It books the return visit
- B. It changes the warranty terms
- C. It belongs to the previous model
- D. It is confirmed for B1's current model

2. What does Leo promise for Monday?

- A. Completion of every open item
- B. A replacement installation
- C. A call about follow-up
- D. A confirmed return visit

3. What remains unscheduled?

- A. The identification of Leo as owner
- B. The return visit for cosmetic-trim review
- C. The Monday call commitment
- D. The fact that the pack was received

[Answers and explanations, page 143](#)

B Vocabulary in use

CORE TERMS

handover pack

Collection of records supplied when work is handed over.

receive the handover pack

model mismatch

Difference between the product identified and the document supplied.

record the model mismatch

current model

Product now relevant to the installation or record.

identify the current model

product record

Information identifying the relevant supplied or installed item.

reconcile the product record

document correction

Amendment or replacement needed to make records accurate.

track the document correction

cosmetic trim

Finishing piece primarily associated with appearance at an interface.

review the cosmetic trim

care leaflet

Product information describing relevant care instructions.

obtain the correct care leaflet

previous model

Product version or selection used before the current one.

distinguish the previous model

replacement document

Correct document supplied in place of an unsuitable one.

request the replacement document

document receipt

Acknowledgment that records have been delivered.

confirm document receipt

care guidance

Instructions relevant to maintaining the specified product.

use model-specific care guidance

return visit

Further attendance at the premises.

arrange the return visit

Say it in context

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

handover pack **HANDOVER PACK**

receive the handover pack

Keep the meaning precise: Collection of records supplied when work is handed over.

replacement document **REPLACEMENT DOCUMENT**

request the replacement document

Keep the meaning precise: Correct document supplied in place of an unsuitable one.

B Precision and professional shorthand

EXTEND YOUR RANGE

visit booking

Confirmed appointment for attendance.

distinguish a visit booking

callback

Return phone call to provide information or an update.

commit to a callback

outstanding item

Matter not yet completed or resolved.

retain an outstanding item

completion claim

Statement that relevant work is finished.

verify a completion claim

warranty record

Document stating relevant warranty information.

retain the warranty record

handover readback

Repetition of received records and outstanding actions.

give a handover readback

follow-up owner

Person responsible for progressing the open item.

name the follow-up owner

update date

Date promised for further communication.

confirm the update date

open-item list

Record of matters still requiring action.

maintain the open-item list

closeout

Process of resolving and documenting remaining project matters.

manage closeout

service record

Account of attendance and work performed.

update the service record

status update

Communication reporting progress or current position.

provide a status update

Say it in context

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

return visit **RETURN VISIT**

arrange the return visit

Keep the meaning precise: Further attendance at the premises.

outstanding item **OUTSTANDING ITEM**

retain an outstanding item

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

C Phrases that move the work forward

Acknowledge receipt

You have received the handover pack for B1.

Keep the document specific

We need the leaflet for the current model.

Name the correction

I will obtain the replacement care document.

Commit to communication

I will call you on Monday.

State the booking limit

No return date is booked yet.

Keep both items visible

The leaflet and the trim visit are separate open items.

Preserve the records

The service and warranty records retain their actual terms.

Name the remaining arrangement

The return visit still needs scheduling.

Identify the mismatch

The care leaflet belongs to the previous model.

Avoid applying the wrong guidance

I cannot treat that leaflet as confirmed guidance for this model.

Accept ownership

I will take responsibility for the leaflet follow-up.

Separate the visit

The cosmetic-trim review needs a return visit.

Correct the inference

Monday is the callback date, not a site appointment.

Avoid claiming completion

I cannot mark either item complete merely because we have discussed it.

Read back the handover

Pack received; leaflet mismatch open; Leo to call Monday.

Close with a clear commitment

I will update you without promising an unconfirmed outcome.

Precision in real exchanges

Purpose: Avoid applying the wrong guidance

Useful wording: I cannot treat that leaflet as confirmed guidance for this model.

Purpose: Name the correction

Useful wording: I will obtain the replacement care document.

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 handover summary is accurate?

- A.** Pack received; wrong-model leaflet pending replacement; Leo calls Monday; trim visit unbooked
- B.** All documents verified and all work complete
- C.** Return visit confirmed for Monday
- D.** Warranty extended automatically until a visit

2. What would turn the callback into an unsupported promise?

- A.** Keeping the trim review on the open-item list
- B.** Telling Maya the team will attend on Monday
- C.** Confirming Leo will call Monday
- D.** Recording the leaflet mismatch

3. A colleague needs the term for this meaning: Product version or selection used before the current one. Which term fits?

- A.** callback
- B.** document correction
- C.** previous model
- D.** warranty record

D Choose the response that fits / continued

4. Rebuild the exchange from "The wrong leaflet and an unbooked visit". Maya: "Who will chase the model-specific document? I need one contact so the request doesn't pass between the installer and the supplier without an answer." Leo: [missing response] Maya: "You said you'd call on Monday. Is Monday the update date, or are you also confirming the separate visit to look at the cosmetic trim?" Which response belongs in the gap?

- A.** That is the right distinction. I will obtain the replacement document for the current model rather than ask you to rely on an unverified equivalent.
- B.** No. Monday is the update date. The cosmetic-trim review needs a return visit, but we do not have a date booked for that attendance.
- C.** Exactly. Document receipt and document accuracy are different. We can acknowledge delivery while keeping the care-leaflet mismatch open until the proper document is supplied.
- D.** I will be the follow-up owner for the leaflet. Please record me against it, and I will call you on Monday with an update.

[Answers and explanations, page 143](#)

One useful distinction

The handover pack was received, but the care leaflet belongs to the previous model. Receiving documents does not verify that every document matches the installed product. Keep the model mismatch open until corrected.

E Conversation

The wrong leaflet and an unbooked visit

The wrong leaflet and an unbooked visit

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

WORD AND PHRASE BANK

handover readback / Document receipt / callback / warranty record / model mismatch / follow-up owner / replacement document / completion claim / open-item list / update date

- 01 **Maya:** Leo, I received the handover pack, but the B1 care leaflet names the previous model. Can you check that before I use it?
- 02 **Leo:** Yes. There is a ¹ _____ in that leaflet. The pack has been delivered, but we should not treat the wrong document as confirmed guidance for the current model.
- 03 **Maya:** So the pack arrived, but the care document needs correcting. Please don't mark the leaflet issue resolved just because I signed for the envelope.
- 04 **Leo:** That is the right distinction. I will obtain the ² _____ for the current model rather than ask you to rely on an unverified equivalent.
- 05 **Maya:** Who will chase the model-specific document? I need one contact so the request doesn't pass between the installer and the supplier without an answer.
- 06 **Leo:** I will be the ³ _____ for the leaflet. Please record me against it, and I will call you on Monday with an update.
- 07 **Maya:** You said you'd call on Monday. Is Monday the update date, or are you also confirming the separate visit to look at the cosmetic trim?
- 08 **Leo:** No. Monday is the ⁴ _____. The cosmetic-trim review needs a return visit, but we do not have a date booked for that attendance.
- 09 **Maya:** I had nearly put you in the site diary for Monday. I'll remove that assumption if you're promising a call rather than an appointment.
- 10 **Leo:** Please do. A ⁵ _____ is not a site appointment. I can commit to the Monday call without pretending the return visit has already been arranged.

Conversation continues on the next page.

The wrong leaflet and an unbooked visit

CONVERSATION / CONTINUED

- 11 **Maya:** Can you keep the leaflet correction and the trim visit as separate open items? One might be resolved before the other is arranged.
- 12 **Leo:** Give them separate entries on the ⁶ _____. One concerns the correct document; the other concerns a review requiring further attendance. Combining them could hide an unfinished action.
- 13 **Maya:** Does my acknowledgment of the pack mean I've accepted that every document matches the installation? That's not what I intended to confirm.
- 14 **Leo:** Exactly. ⁷ _____ and document accuracy are different. We can acknowledge delivery while keeping the care-leaflet mismatch open until the proper document is supplied.
- 15 **Maya:** The trim hasn't been reviewed on a return visit yet. Please don't write corrected when the outstanding task is still arranging that visit.
- 16 **Leo:** Agreed. That would be an unsupported ⁸ _____. The review remains outstanding, and there is no return date to report yet.
- 17 **Maya:** Do these open items change any warranty terms automatically? I want to avoid reading a new promise into the Monday callback.
- 18 **Leo:** Keep the ⁹ _____ and its actual terms. This conversation assigns follow-up and clarifies scheduling; it does not create a new warranty promise.
- 19 **Maya:** Please read back the pack status, document owner, Monday call, and unbooked trim visit. That will give me a reliable note of what we've agreed.
- 20 **Leo:** That ¹⁰ _____ is accurate. It lets us finish this discussion with clear responsibilities while keeping the remaining work visible, rather than describing the whole handover as complete.

CHECK THE GAPS

1. model mismatch / 2. replacement document / 3. follow-up owner / 4. update date / 5. callback / 6. open-item list / 7. Document receipt / 8. completion claim / 9. warranty record / 10. handover readback

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

F Check accuracy and scope

The wrong leaflet and an unbooked visit

Return to the case

At handover, client Maya receives a pack for basin B1, but the care leaflet belongs to the previous model. Service lead Leo takes responsibility for obtaining the replacement leaflet and promises to call on Monday. A separate cosmetic-trim review requires a return visit, but no date is booked. Maya and Leo must keep the document correction and visit arrangement distinct. Receipt of the pack does not make its mismatched leaflet appropriate for the current model.

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

1. Which action best handles the leaflet mismatch?

- A. Assume similar products use identical guidance
- B. Treat delivery as verification
- C. Replace the model identifier by guesswork
- D. Obtain the document for the current model

2. Which statement correctly addresses the warranty question?

- A. The Monday call extends the warranty until a return visit
- B. Receipt of the pack replaces the existing warranty terms
- C. The trim issue creates a new warranty period automatically
- D. The actual warranty terms are not revised by the callback promise

[Answers and explanations, page 146](#)

Listen for the distinction

Switch roles for turns 11-20. Keep document correction and trim review as two separate open items.

Close the conversation without closing unfinished work

A handover can include received documents and open items at the same time. Name each unfinished item, assign an owner, and distinguish a communication date from a visit date. A polite closing should not erase a remaining mismatch or imply everything is complete.

F Say it / transfer to a new case

Keep the call and visit separate

Complete the closing exchange. Identify the model mismatch, named owner, call date, and unbooked return attendance.

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

Monday / Leo / previous / booked

- 01 **Client:** The leaflet belongs to the ¹ _____ model.
- 02 **Lead:** ² _____ owns the replacement-leaflet follow-up.
- 03 **Client:** The promised call is on ³ _____.
- 04 **Lead:** The return visit is not yet ⁴ _____.

CHECK THE GAPS

1. previous / 2. Leo / 3. Monday / 4. booked

[Why these answers fit, page 146](#)

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 wrong leaflet and an unbooked visit". Maya: "Does my acknowledgment of the pack mean I've accepted that every document matches the installation? That's not what I intended to confirm." Leo: [missing response] Maya: "The trim hasn't been reviewed on a return visit yet. Please don't write corrected when the outstanding task is still arranging that visit." Which response belongs in the gap?

- A.** That is the right distinction. I will obtain the replacement document for the current model rather than ask you to rely on an unverified equivalent.
- B.** Exactly. Document receipt and document accuracy are different. We can acknowledge delivery while keeping the care-leaflet mismatch open until the proper document is supplied.
- C.** No. Monday is the update date. The cosmetic-trim review needs a return visit, but we do not have a date booked for that attendance.
- D.** I will be the follow-up owner for the leaflet. Please record me against it, and I will call you on Monday with an update.

[Answers and explanations, page 147](#)

Review 4 / Meaning and context

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

Case file

Revisit "Pricing changes and restoration boundaries" and "Handing over plumbing records and follow-up". 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: Product identified in the agreed or proposed scope. Which term fits?

- A. change request
- B. scope boundary
- C. specified model
- D. making good

2. A colleague needs the term for this meaning: Acknowledgment that records have been delivered. Which term fits?

- A. visit booking
- B. completion claim
- C. handover pack
- D. document receipt

3. Rebuild the exchange from "Arrival at nine, proposed interruption at ten". Joel: "Who still needs to approve that window? I don't want the visit booking mistaken for the missing decision." Imani: [missing response] Joel: "Please help me word the draft with the visit and interruption on separate lines. Both times need to stay attached to the right event." Which response belongs in the gap?

- A. Yes. That would improve the notice wording and make the distinction easier to scan. Keep 09:00 with attendance and 10:00-11:00 with the proposed east-washroom interruption.
- B. Correct. We should not invent an access arrangement in this correction. We are clarifying the supplied timing, impact, and approval status, not adding new permissions.
- C. The attendance time is 09:00, yes. But that is not the proposed start of the water interruption, and the proposal does not cover the whole building.
- D. Exactly. The building manager has not approved that proposal yet. We need both the accurate details and the accurate level of certainty in the communication.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "The wrong leaflet and an unbooked visit". Maya: "Do these open items change any warranty terms automatically? I want to avoid reading a new promise into the Monday callback." Leo: [missing response] Maya: "Please read back the pack status, document owner, Monday call, and unbooked trim visit. That will give me a reliable note of what we've agreed." Which response belongs in the gap?

- A.** No. Monday is the update date. The cosmetic-trim review needs a return visit, but we do not have a date booked for that attendance.
- B.** Keep the warranty record and its actual terms. This conversation assigns follow-up and clarifies scheduling; it does not create a new warranty promise.
- C.** I will be the follow-up owner for the leaflet. Please record me against it, and I will call you on Monday with an update.
- D.** Exactly. Document receipt and document accuracy are different. We can acknowledge delivery while keeping the care-leaflet mismatch open until the proper document is supplied.

[Answers and explanations, page 155](#)

Language for the next case

Pressure is not flow

static pressure

The supplied static reading is the pressure with no flow at S1; it is not the pressure recorded during the flow observation.

Adam: They describe different conditions. Four bar is the static pressure, with no water flowing at that point. Two point six was recorded during flow.

liters per minute

Six divided by half a minute equals twelve liters per minute; copying the six-liter volume would halve the reported rate.

Adam: Right. Six liters in half a minute gives twelve liters per minute. It doesn't mean twelve liters were collected during those thirty seconds.

kilopascals

At one hundred kilopascals per bar, four bar equals four hundred kPa and 2.6 bar equals 260 kPa.

Adam: Yes, four hundred kilopascals. The flowing reading is two hundred sixty kilopascals, using one hundred kilopascals for each bar.

flow rate

Flow rate describes volume per unit time; six liters over thirty seconds is a different quantity from pressure in bar.

Adam: No. Volume over time gives the flow rate. Pressure and flow are related in a system, but they aren't interchangeable measurements or units.

flowing pressure

The 2.6-bar value belongs to the same stated flow observation; retaining that condition prevents substitution of the four-bar no-flow reading.

Adam: Exactly. Keep the flowing pressure beside that observation: two point six bar at the reported flow, not four bar under those conditions.

operating conditions

The observations differ in flow condition; the numerical pressure difference alone does not identify a blockage, leak, pump fault, or required remedy.

Adam: No. It records a difference between operating conditions, not a diagnosis. These figures alone don't establish a blockage, leak, pump fault, or required remedy.

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

Conversation

Pressure is not flow

Fictional completed report at point S1: no-flow pressure 4.0 bar; pressure during flow 2.6 bar; collected volume 6 liters in 30 seconds during that flow observation. For this report, static means no-flow pressure; flowing pressure means pressure while water is flowing. Use 1 bar = 100 kPa. No cause, minimum performance requirement, or remedial work is established.

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

WORD AND PHRASE BANK

static pressure / flowing pressure / liters per minute / kilopascals / operating conditions / flow rate

- 01 **Rina:** The report says four bar, which sounds strong. Why does the next line say two point six? Did the technician write down two different answers?
- 02 **Adam:** They describe different conditions. Four bar is the ¹ _____, with no water flowing at that point. Two point six was recorded during flow.
- 03 **Rina:** So neither number replaces the other. The report also says six liters in thirty seconds. Is that another way of stating the pressure?
- 04 **Adam:** No. Volume over time gives the ² _____. Pressure and flow are related in a system, but they aren't interchangeable measurements or units.
- 05 **Rina:** I nearly copied six into the liters-per-minute column. Thirty seconds is only half a minute, so the rate needs a conversion.
- 06 **Adam:** Right. Six liters in half a minute gives twelve ³ _____. It doesn't mean twelve liters were collected during those thirty seconds.

Conversation / continued

- 07 **Rina:** And if the form wants liters per second, six divided by thirty is zero point two. The units change, not the recorded delivery.
- 08 **Adam:** Exactly. Keep the ⁴ _____ beside that observation: two point six bar at the reported flow, not four bar under those conditions.
- 09 **Rina:** The other report uses kilopascals. I need comparable units before I send both to the reviewer. Four bar would be four hundred?
- 10 **Adam:** Yes, four hundred ⁵ _____. The flowing reading is two hundred sixty kilopascals, using one hundred kilopascals for each bar.

Conversation continues on the next page.

Pressure is not flow

CONVERSATION / CONTINUED

- 11 **Rina:** The difference is one point four bar, or one hundred forty kilopascals. Does that prove a blockage somewhere between the supply and the outlet?
- 12 **Adam:** No. It records a difference between ⁶ _____, not a diagnosis. These figures alone don't establish a blockage, leak, pump fault, or required remedy.
- 13 **Rina:** I was going to ask for a larger pump because the second pressure is lower. That would be jumping ahead of the assessment, then.
- 14 **Adam:** Yes. A pressure comparison doesn't select equipment. The system, intended use, relevant requirements, and causes need assessment before any recommendation is made.
- 15 **Rina:** The appliance leaflet asks for pressure during flow. Can I enter the higher static number because it gives us a more favorable comparison?
- 16 **Adam:** No. Compare the quantity and conditions the actual requirement specifies. Using a no-flow value for a flowing requirement would misrepresent the available evidence.
- 17 **Rina:** Could twelve liters per minute here tell us what every outlet would deliver with several taps running? The report only names S1.
- 18 **Adam:** It couldn't establish that. The point and conditions matter. Don't extend this single record into a whole-building performance claim.
- 19 **Rina:** I'll retain S1, four bar static, two point six bar during the stated flow, and twelve liters per minute, equivalent to zero point two liters per second.
- 20 **Adam:** That preserves the record. We're interpreting completed observations, not directing a new test, changing equipment, or promising that the supply meets an unspecified requirement.

CHECK THE GAPS

1. static pressure / 2. flow rate / 3. liters per minute / 4. flowing pressure / 5. kilopascals / 6. operating conditions

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

Convert a second completed record

Completed fictional record at S2: 9 liters collected in 45 seconds; static pressure 3.2 bar and flowing pressure 2.1 bar. Use 1 bar = 100 kPa. Complete the arithmetic without diagnosing a fault.

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

WORD AND PHRASE BANK

12 / 0.2 / 320 / 110

- 01 **Customer:** The reported flow rate is ¹ _____ liters per minute.
- 02 **Coordinator:** The same flow is ² _____ liters per second.
- 03 **Customer:** The static pressure is ³ _____ kilopascals.
- 04 **Coordinator:** The difference between the pressure readings is ⁴ _____ kilopascals.

CHECK THE GAPS

1. 12 / 2. 0.2 / 3. 320 / 4. 110

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

Keep the distinction audible

Explain a completed water-supply report without confusing pressure, flow, and diagnosis.

Language for the next case

Tank size and first-hour delivery

storage volumes

The forty- and fifty-gallon figures describe tank storage, not the separate amounts delivered during the rated first hour.

Eli: Not on tank size alone. The forty and fifty are storage volumes. The first-hour delivery figures are sixty-eight for A and sixty-two for B.

double-count

The first-hour figure already reflects delivery from the initially heated tank and reheating; adding its stored volume again overstates the rated amount.

Eli: Correct. Adding the tank volume would double-count part of that delivery. The stated first-hour figure is the quantity to compare with this target.

continuous delivery rate

A first-hour rating includes an initially heated tank; it does not promise that the same volume can be supplied in every later hour indefinitely.

Eli: No. First-hour delivery is not a continuous delivery rate. It starts with stored hot water already available, so it isn't an unlimited repeated-hour promise.

first-hour rating

First-hour rating describes rated hot-water delivery during an hour beginning with a fully heated tank, including delivery supported by reheating during that hour.

Eli: The first-hour rating covers an hour beginning with the tank fully heated. Reheating during that period contributes to the amount supplied.

peak-hour target

The fictional target is sixty-six US gallons of hot water in the peak hour; A exceeds it by two and B falls short by four.

Eli: Yes. Against this peak-hour target, A clears the arithmetic comparison and B doesn't. That conclusion depends on the supplied, like-for-like rating basis.

comparison basis

The case supplies hot-water demand and comparable rating conditions; substituting mixed-water demand or different units would change the comparison.

Eli: Yes. Keep the comparison basis consistent: US gallons, hot-water volume, and the stated rating conditions. Don't silently substitute mixed-water use.

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

Conversation

Tank size and first-hour delivery

Fictional storage-heater comparison under the same rating conditions: A has a 40-US-gallon tank and first-hour rating of 68 US gallons; B has a 50-US-gallon tank and first-hour rating of 62 US gallons. The supplied peak-hour hot-water target is 66 US gallons, not a mixed-water volume. Ratings begin with a fully heated tank. Suitability, installation, and running costs are not assessed.

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

WORD AND PHRASE BANK

first-hour rating / continuous delivery rate / peak-hour target / double-count /
comparison basis / storage volumes

- 01 **Nora:** I chose the fifty-gallon option because the tank is larger. That should make B the stronger choice for our sixty-six-gallon peak hour, shouldn't it?
- 02 **Eli:** Not on tank size alone. The forty and fifty are ¹ _____. The first-hour delivery figures are sixty-eight for A and sixty-two for B.
- 03 **Nora:** How can a forty-gallon tank have a sixty-eight-gallon delivery figure? I thought the specification couldn't offer more water than the tank holds.
- 04 **Eli:** The ² _____ covers an hour beginning with the tank fully heated. Reheating during that period contributes to the amount supplied.
- 05 **Nora:** Then sixty-eight doesn't mean the tank secretly holds sixty-eight gallons. Nor should I add forty to sixty-eight and call the result one hundred eight.
- 06 **Eli:** Correct. Adding the tank volume would ³ _____ part of that delivery. The stated first-hour figure is the quantity to compare with this target.

Conversation / continued

- 07 **Nora:** A is two gallons above sixty-six, while B is four below it. The smaller tank has the higher rating in the supplied comparison.
- 08 **Eli:** Yes. Against this ⁴ _____, A clears the arithmetic comparison and B doesn't. That conclusion depends on the supplied, like-for-like rating basis.
- 09 **Nora:** Does A then deliver sixty-eight gallons every hour indefinitely? I'd like to describe it that way when I send the options to the owner.
- 10 **Eli:** No. First-hour delivery is not a ⁵ _____. It starts with stored hot water already available, so it isn't an unlimited repeated-hour promise.

Conversation continues on the next page.

Tank size and first-hour delivery

CONVERSATION / CONTINUED

- 11 **Nora:** The owner gave us sixty-six gallons of hot-water demand, not total shower water after cold water is mixed in. That distinction needs to stay on the sheet.
- 12 **Eli:** Yes. Keep the ⁶ _____ consistent: US gallons, hot-water volume, and the stated rating conditions. Don't silently substitute mixed-water use.
- 13 **Nora:** Could I call A approved on that basis? I can see how the numbers work, but we haven't reviewed the actual installation.
- 14 **Eli:** Call it the option meeting this supplied numerical target. Available space, services, manufacturer requirements, applicable rules, and technical suitability still need review.
- 15 **Nora:** And a higher first-hour rating doesn't necessarily mean it costs less to run. That would require a different comparison.
- 16 **Eli:** Exactly. Efficiency, energy source, operating conditions, and tariff matter to cost. The two delivery figures don't establish an annual bill or a saving.
- 17 **Nora:** What if someone suggests changing the temperature setting to make a chosen model meet the target? That isn't part of this estimate, is it?
- 18 **Eli:** No. This is a rating comparison, not a setting adjustment or operating instruction. We use the actual supported specifications and the appropriate technical assessment.
- 19 **Nora:** I'll write A: forty-gallon tank, sixty-eight first-hour gallons, two above target. B: fifty-gallon tank, sixty-two first-hour gallons, four below.
- 20 **Eli:** Add that neither option is approved for installation by this worksheet. That keeps the useful comparison without turning a rating into a promise of performance in every condition.

CHECK THE GAPS

1. storage volumes / 2. first-hour rating / 3. double-count / 4. peak-hour target / 5. continuous delivery rate / 6. comparison basis

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

Compare two more specifications

Fictional comparable ratings: C has a 40-US-gallon tank and 58-gallon first-hour rating; D has a 50-US-gallon tank and 72-gallon first-hour rating. The supplied peak-hour hot-water target is 70 US gallons. No installation assessment has been completed.

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

WORD AND PHRASE BANK

50 / two / D / unapproved

- 01 **Customer:** Option ¹ _____ meets this numerical target.
- 02 **Estimator:** That option's tank volume is ² _____ US gallons.
- 03 **Customer:** Its first-hour rating exceeds the target by ³ _____ gallons.
- 04 **Estimator:** Installation remains ⁴ _____ .

CHECK THE GAPS

1. D / 2. 50 / 3. two / 4. unapproved

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

Keep the distinction audible

Compare water-heater ratings while keeping storage, rated delivery, and installation approval separate.

Language for the next case

A fall is not a rising level

horizontal run

The twelve-meter dimension is the horizontal run used in the supplied fall calculation; it is not a vertical drop or an unspecified sloping length.

Lena: Let's compare it with the stated horizontal run of twelve meters. The one-in-eighty notation means one unit of fall for eighty horizontal units.

fall

The required fall is 0.150 m; subtracting it from upstream invert 50.300 m gives downstream invert 50.150 m.

Lena: That fall gives fifty point one five zero meters. The copied fifty point four five zero label goes in the opposite direction.

datum

A common datum is the shared elevation reference needed to compare the two levels; unrelated references cannot be subtracted without reconciliation.

Lena: Correct. The case supplies a common datum. Actual records must use reconciled references. Don't combine elevations merely because both happen to be written in meters.

gradient

A one-in-eighty fall is one divided by eighty, or 1.25 percent; it is neither eighty percent nor an angle of 1.25 degrees.

Lena: Yes. The gradient is also one point two five percent. It isn't eighty percent, and the percentage isn't an angle in degrees.

invert level

Invert level is the elevation of the inside bottom of the pipe, distinct from the ground, pipe crown, centerline, or outside bottom.

Lena: They're the invert level, meaning the inside bottom of the pipe at each endpoint. Keep that reference attached to both numbers.

rise

50.450 m is 0.150 m above 50.300 m, so that copied label rises downstream rather than showing the specified fall.

Lena: Right, it's a rise. Our query should show the supplied run and gradient, the calculated lower endpoint, and the conflicting copied label.

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

Conversation

A fall is not a rising level

Fictional desk review only: a drainage drawing specifies a 12 m horizontal run falling 1 in 80 downstream, from upstream invert level 50.300 m on a common datum. $\text{Fall} = \text{horizontal run} / 80$; percent gradient = $100 / 80$. A copied downstream label says 50.450 m. No pipe diameter, ground level, installation permission, or compliance decision is supplied.

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

WORD AND PHRASE BANK

datum / gradient / invert level / horizontal run / fall / rise

- 01 **Tariq:** Lena, the copied downstream label is fifty point four five zero meters. That is higher than the upstream level, although the drawing says the drain falls.
- 02 **Lena:** Let's compare it with the stated ¹ _____ of twelve meters. The one-in-eighty notation means one unit of fall for eighty horizontal units.
- 03 **Tariq:** So I divide twelve meters by eighty and get zero point one five meters. That would be one hundred fifty millimeters, not eighty millimeters.
- 04 **Lena:** Yes. The ² _____ is also one point two five percent. It isn't eighty percent, and the percentage isn't an angle in degrees.
- 05 **Tariq:** The downstream level should be lower. Starting at fifty point three zero zero, I subtract zero point one five rather than add it.
- 06 **Lena:** That ³ _____ gives fifty point one five zero meters. The copied fifty point four five zero label goes in the opposite direction.

Conversation / continued

- 07 **Tariq:** Before I change the query, I need the right word for what those elevations describe. They're not the ground surface or the top of the pipe.
- 08 **Lena:** They're the ⁴ _____, meaning the inside bottom of the pipe at each endpoint. Keep that reference attached to both numbers.
- 09 **Tariq:** If one level came from a different site reference, subtraction might look tidy and still give us a misleading result.
- 10 **Lena:** Correct. The case supplies a common ⁵ _____. Actual records must use reconciled references. Don't combine elevations merely because both happen to be written in meters.

Conversation continues on the next page.

A fall is not a rising level

CONVERSATION / CONTINUED

- 11 **Tariq:** Then the copied label represents a one-hundred-fifty-millimeter increase downstream. It is not just a different way of displaying the same fall.
- 12 **Lena:** Right, it's a ⁶ _____. Our query should show the supplied run and gradient, the calculated lower endpoint, and the conflicting copied label.
- 13 **Tariq:** At eight meters along a uniform one-in-eighty fall, the drop would be one hundred millimeters and the invert fifty point two zero zero.
- 14 **Lena:** Yes, within this stated uniform-gradient example. The remaining four meters contribute another fifty millimeters, giving the same total of one hundred fifty.
- 15 **Tariq:** Does the calculated endpoint also tell us how much ground cover there is over the pipe? The drawing extract doesn't show a ground level.
- 16 **Lena:** No. We lack the required ground and pipe geometry. Invert is the inside bottom, so it isn't itself a depth-of-cover figure.
- 17 **Tariq:** And confirming this arithmetic doesn't tell us whether one in eighty is suitable for the actual drain, its diameter, or the applicable requirements.
- 18 **Lena:** Exactly. The gradient was supplied for interpretation, not selected or approved here. Hydraulic design, coordination, and compliance remain separate checks.
- 19 **Tariq:** I'll flag the copied fifty point four five zero label and state that the supplied calculation gives fifty point one five zero on the common datum.
- 20 **Lena:** Send it as a drawing query for review, not an instruction to lay or alter pipework. Include meters and the downstream direction so the correction is unambiguous.

CHECK THE GAPS

1. horizontal run / 2. gradient / 3. fall / 4. invert level / 5. datum / 6. rise

[Why these answers fit, page 161](#)

Read another supplied fall

Desk calculation: a 9 m horizontal run falls 1 in 60 downstream from invert 12.800 m. Use fall = $9/60$ m and percent gradient = $100/60$, rounded to two decimals. Both endpoints share a datum. This does not approve a design or instruct installation.

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

WORD AND PHRASE BANK

12.650 / inside bottom / 150 / 1.67

- 01 **Plumber:** The fall over the run is ¹ _____ millimeters.
- 02 **Coordinator:** The downstream invert is ² _____ meters.
- 03 **Plumber:** The gradient is ³ _____ percent to two decimal places.
- 04 **Coordinator:** Invert identifies the pipe's ⁴ _____ .

CHECK THE GAPS

1. 150 / 2. 12.650 / 3. 1.67 / 4. inside bottom

[Why these answers fit, page 161](#)

Keep the distinction audible

Read back a drainage drawing with the correct direction, units, and elevation reference.

01 / Answers and explanations

A / Read the situation

A1. Which fixture does Mina mean?

A. The bathroom basin in Unit 3B

The brief identifies the bathroom basin, not the nearby utility sink.

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

A2. What does 07:00 identify?

B. When Mina noticed water

The supplied time is an observation time, not a verified onset.

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

A3. What is known about the source?

D. It has not been established

Water location alone does not identify its source in this report.

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

D / Response choices

D1. Which question best clarifies the fixture?

D. Do you mean the bathroom basin or the utility sink beside it?

The alternatives identify the fixture without assuming a failure or requesting work.

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

D2. Which summary preserves the time accurately?

D. Water noticed on the cabinet base at 07:00

Noticed records the tenant's observation rather than onset or scheduling.

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

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Bathroom cabinet assembly associated with a basin. Which term fits?

B. vanity unit

A Not here. reported symptom: Condition described by a customer before assessment. The usual combination is "retain the reported symptom".

B Correct. vanity unit: Bathroom cabinet assembly associated with a basin. The usual combination is "describe the vanity unit".

C Not here. fixture location: Position of the particular plumbing appliance. The usual combination is "state the fixture location".

D Not here. trap: Fitting designed to retain a liquid seal in a drainage system. The usual combination is "identify the basin trap".

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

D4. Rebuild the exchange from "Which sink in Unit 3B?". Mina: "Inside, on the bottom of the cabinet. I noticed it at seven. I don't know how long it had been there before that." Ellis: [missing response] Mina: "No. I almost said the pipe was leaking, but I haven't seen which part the water came from. Can you leave that open?" Which response belongs in the gap?

B. Water on the cabinet base, noticed at 07:00. That's a useful location and time. Have you identified where it came from?

A Not here. This line belongs to turn 2, after Mina says: "Hi, it's the sink in Unit 3B. There was water underneath it when I went into the bathroom this morning. Can you log a call?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ellis's response in turn 6. It connects Mina's preceding point with Mina's follow-up. Cabinet base identifies the observed surface without asserting where the water originated.

C Not here. This line belongs to turn 4, after Mina says: "The bathroom one. The utility sink is next to the cabinet, so I can see why just saying sink isn't very helpful." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Mina says: "One naming question: when I say tap, I mean the fitting above the basin. Is that what your form calls the faucet?" It addresses that point, not the missing turn in the supplied exchange.

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

E / Conversation

1. fixture

Turn 2. Fixture names the particular appliance; the room contains two different sinks.

2. bathroom basin

Turn 4. Bathroom basin resolves the two-fixture ambiguity using Mina's explicit clarification.

01 / Answers and explanations / continued

3. cabinet base

Turn 6. Cabinet base identifies the observed surface without asserting where the water originated.

4. source

Turn 8. Source concerns origin, which Mina's observation has not established.

5. observation time

Turn 10. Observation time preserves when Mina noticed water without inventing the onset.

6. service history

Turn 12. Service history concerns earlier work; none has been supplied, not proven absent.

7. faucet

Turn 14. Faucet is the alternative name for the water-delivery fitting, not a diagnosis.

8. reported symptom

Turn 16. Reported symptom distinguishes Mina's account from a confirmed component failure.

9. call summary

Turn 18. Call summary gathers fixture, location, observation, and uncertainty for the next person.

10. attendance

Turn 20. Attendance means the service visit being arranged, without promising a diagnosis or time.

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

F / Accuracy and scope

F1. Which statement wrongly converts location into cause?

D. The water must be coming from the trap

The trap is not identified as the source by the supplied facts.

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

F2. What should accompany the handoff?

B. Fixture, unit, observed surface, time, and unresolved source

These details preserve the usable report without adding unsupported history or conclusions.

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

01 / Answers and explanations / continued

F / Guided speaking

1. basin

Coordinator: The tenant means the bathroom basin in Unit 3B.

Turn 1. Basin identifies the fixture Mina selected, not the adjacent utility sink.

2. base

Plumber: Water was seen on the cabinet base.

Turn 2. Base names the observed surface without identifying the water source.

3. 07:00

Coordinator: It was noticed at 07:00.

Turn 3. The time belongs to the observation, not a proven onset.

4. unestablished

Plumber: The source remains unestablished.

Turn 4. The account supplies no assessment establishing which component caused the water.

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

01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Which sink in Unit 3B?". Mina: "One naming question: when I say tap, I mean the fitting above the basin. Is that what your form calls the faucet?" Ellis: [missing response] Mina: "Good. I don't want someone arriving with a note that says the tap is broken. I haven't established that at all." Which response belongs in the gap?

B. Yes, faucet is another common name for that water-delivery fitting. Mentioning it doesn't make it the source of the water you've reported.

A Not here. This line belongs to turn 6, after Mina says: "Inside, on the bottom of the cabinet. I noticed it at seven. I don't know how long it had been there before that." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ellis's response in turn 14. It connects Mina's preceding point with Mina's follow-up. Faucet is the alternative name for the water-delivery fitting, not a diagnosis.

C Not here. This line belongs to turn 2, after Mina says: "Hi, it's the sink in Unit 3B. There was water underneath it when I went into the bathroom this morning. Can you log a call?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Mina says: "The bathroom one. The utility sink is next to the cabinet, so I can see why just saying sink isn't very helpful." It addresses that point, not the missing turn in the supplied exchange.

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

02 / Answers and explanations

A / Read the situation

A1. What is Omar comparing?

B. A nominal designation and a measured outside diameter

The comparison uses a size designation and a physical measurement of a different kind.

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

A2. What information is incomplete?

A. The delivery label

The order names a series and the outer measurement is identified; the delivered item's label remains incomplete.

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

A3. What remains unverified?

D. Product identity and relevant compatibility

The supplied facts do not verify the delivered product or its compatibility.

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

D / Response choices

D1. Which response best corrects the comparison?

B. Nominal size and outside diameter are different; we still need full item identification

The response corrects terminology while preserving the unresolved product check.

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

D2. Which information should Leila request next?

C. Complete label details and product identification

Full identification is needed to reconcile the actual item with the order; altering measurements or using unrelated data would not settle identity.

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

02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Distance between the inner and outer pipe surfaces. Which term fits?

A. wall thickness

A Correct. wall thickness: Distance between the inner and outer pipe surfaces. The usual combination is "specify the wall thickness".

B Not here. adapter: Fitting joining different connection forms or sizes as designed. The usual combination is "identify the adapter".

C Not here. delivery label: Identification attached to supplied goods. The usual combination is "check the delivery label".

D Not here. substitution: Replacement of a specified product with another. The usual combination is "review a substitution".

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D4. Rebuild the exchange from "A designation is not a measurement". Omar: "Then perhaps there's no delivery problem after all. Can I tell the team the goods are correct and move on?" Leila: [missing response] Omar: "Our order names the series. I can send that line, but the label doesn't give me enough to match the delivered item to it." Which response belongs in the gap?

D. Not yet. The delivery label is incomplete, so product identification is still missing. Explaining the size convention doesn't verify which item actually arrived.

A Not here. This line belongs to turn 16, after Omar says: "The team suggested treating it as an alternative if the original item isn't available. That sounds like a separate decision." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Omar says: "Our order names the series. I can send that line, but the label doesn't give me enough to match the delivered item to it." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Omar says: "Leila, the number on our order doesn't match the outside measurement of the delivered pipe. I think you've sent the wrong size." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Leila's response in turn 6. It connects Omar's preceding point with Omar's follow-up. Product identification remains incomplete because the delivery label does not fully identify the goods.

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E / Conversation

1. nominal size

Turn 2. Nominal size is the designation on the order, not necessarily the measured outside diameter.

2. outside diameter

Turn 4. Outside diameter names the measured outer dimension Omar is comparing with a designation.

02 / Answers and explanations / continued

3. product identification

Turn 6. Product identification remains incomplete because the delivery label does not fully identify the goods.

4. product series

Turn 8. Product series provides the ordered family against which full delivery identification must be checked.

5. part number

Turn 10. Part number identifies a particular manufacturer item more precisely than packaging appearance.

6. dimensional table

Turn 12. Dimensional table defines measurements for the identified product rather than an unrelated pipe.

7. connection type

Turn 14. Connection type concerns the joining interface and cannot be inferred from nominal size alone.

8. substitution

Turn 16. Substitution means replacing a specified product; no such replacement is approved by this discussion.

9. acceptance status

Turn 18. Acceptance status must remain unresolved while identification and compatibility checks are incomplete.

10. supply discrepancy

Turn 20. Supply discrepancy identifies the unresolved delivery question without assuming either rejection or acceptance.

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F / Accuracy and scope

F1. Which conclusion is unsupported?

D. The material and connection are compatible

Compatibility has not been verified by the available information.

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02 / Answers and explanations / continued

F2. What does a dimensional table need to match?

A. The relevant identified product and series

Dimensions must be read in the context of the actual identified product.

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F / Guided speaking

1. nominal

Buyer: The order gives a nominal size.

Turn 1. Nominal identifies a size designation rather than necessarily the measured diameter.

2. outside

Coordinator: Your measurement is the outside diameter.

Turn 2. Outside names the physical dimension Omar compared with the designation.

3. label

Buyer: The delivery label is incomplete.

Turn 3. The incomplete label prevents full identification of the supplied item.

4. unverified

Coordinator: Compatibility remains unverified.

Turn 4. Neither material nor connection compatibility has been established by the facts.

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02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A designation is not a measurement". Omar: "Suppose those dimensions check out. Does that settle whether it joins the components already specified for the project?" Leila: [missing response] Omar: "The team suggested treating it as an alternative if the original item isn't available. That sounds like a separate decision." Which response belongs in the gap?

D. Not by itself. The connection type and material requirements still need verification. Matching one size description doesn't establish that every joining interface is compatible.

A Not here. This line belongs to turn 18, after Omar says: "I'll stop calling the delivery wrong on the strength of the measurement alone. What should the goods record say while you investigate?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Omar says: "I measured across the outside. Are you saying I should discard that measurement because it doesn't use the same kind of number as the order?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Omar says: "Once we've identified it, how do we check the measurement without comparing it with an unrelated pipe from a different range?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Leila's response in turn 14. It connects Omar's preceding point with Omar's follow-up. Connection type concerns the joining interface and cannot be inferred from nominal size alone.

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03 / Answers and explanations

A / Read the situation

A1. What reference does the bathroom layout use?

B. The finished wall face

The layout explicitly measures from the finished wall face to the basin centerline.

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A2. Why do the two 450-millimeter dimensions conflict?

D. They start from different reference surfaces

Equal numbers do not produce equal positions when their reference surfaces differ.

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A3. What is not supplied?

D. A confirmed coordinated rough-in detail

The brief identifies basin B2 but leaves the coordinated rough-in detail unconfirmed.

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D / Response choices

D1. Which summary identifies the actual mismatch?

D. Both show 450 to the centerline, but one starts at the finished face and one at framing

The mismatch concerns the origin, not the number, units, or endpoint.

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D2. Which proposed action is unsupported?

D. Subtract an assumed finish thickness and release installation

No finish thickness or approved adjustment is supplied for such a conversion.

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03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Defined reference from which a dimension is taken. Which term fits?

A. datum

A Correct. datum: Defined reference from which a dimension is taken. The usual combination is "identify the datum".

B Not here. offset: Distance between two defined reference positions. The usual combination is "calculate a verified offset".

C Not here. fixture schedule: List identifying specified fixtures and relevant information. The usual combination is "consult the fixture schedule".

D Not here. drawing reference: Identifier of the drawing supporting a statement. The usual combination is "cite the drawing reference".

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D4. Rebuild the exchange from "The same 450, two different origins". Nia: "So the bathroom layout isn't saying four hundred fifty from the exposed framing. I shouldn't shorten that reference to just the wall." Ben: [missing response] Nia: "Can we use an assumed finish thickness to translate between them? The detail we've been given doesn't state what that thickness is." Which response belongs in the gap?

B. I will describe the layout as 450 millimeters from the finished wall face to the basin centerline, then state the cabinet reference separately.

A Not here. This line belongs to turn 4, after Nia says: "The cabinet sheet starts at the framing face. I can see now that the bathroom sheet names a different surface, even though the number matches." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ben's response in turn 6. It connects Nia's preceding point with Nia's follow-up. Finished wall face preserves the bathroom layout's stated origin rather than substituting framing.

C Not here. This line belongs to turn 2, after Nia says: "Nia, both drawings say four hundred fifty to the basin centerline. I was about to tell the cabinet team they agree. Am I missing something?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Nia says: "Can we use an assumed finish thickness to translate between them? The detail we've been given doesn't state what that thickness is." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. framing face

Turn 2. Framing face is the origin on the cabinet drawing, distinct from the finished wall surface.

03 / Answers and explanations / continued

2. dimension origin

Turn 4. Dimension origin is the starting reference, which differs between these two dimensions.

3. finished wall face

Turn 6. Finished wall face preserves the bathroom layout's stated origin rather than substituting framing.

4. finish thickness

Turn 8. Finish thickness is missing, so an offset between framing and finished faces cannot be invented.

5. fixture schedule

Turn 10. Fixture schedule identifies the selected basin; it does not settle the coordinated service positions.

6. coordinated detail

Turn 12. Coordinated detail reconciles the plumbing and cabinet information rather than favoring an unverified drawing.

7. dimension readback

Turn 14. Dimension readback repeats the number, origin, and endpoint so the actual ambiguity remains visible.

8. rough-in detail

Turn 16. Rough-in detail remains unconfirmed despite the selected basin and matching numerical dimensions.

9. datum

Turn 18. Datum names the governing reference that the designer needs to clarify.

10. design query

Turn 20. Design query requests clarification without creating an installation instruction or approving an assumed offset.

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03 / Answers and explanations / continued

F / Accuracy and scope

F1. What does selecting B2 establish?

B. The chosen basin model, not a confirmed coordinated rough-in

The selected model does not resolve the differing references or missing detail.

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F2. Which question is most precise?

C. Which reference surface governs the coordinated centerline position?

Naming the reference surface targets the actual unresolved design issue.

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F / Guided speaking

1. finished

Plumber: The layout starts at the finished wall face.

Turn 1. Finished wall face is the origin explicitly stated on the bathroom layout.

2. framing

Coordinator: The cabinet drawing starts at the framing face.

Turn 2. Framing face is the different origin used by the cabinet drawing.

3. centerline

Plumber: Both dimensions end at the basin centerline.

Turn 3. Centerline is the shared endpoint, not the basin edge.

4. unconfirmed

Coordinator: The coordinated rough-in detail remains unconfirmed.

Turn 4. Basin selection does not establish the missing coordinated rough-in detail.

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03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The same 450, two different origins". Nia: "Please read back the two dimensions exactly. I'll compare the origins as well as the shared centerline endpoint before I send the query." Ben: [missing response] Nia: "The cabinet maker asked whether the rough-in can proceed. I can't point to matching four-hundred-fifty numbers as confirmation, can I?" Which response belongs in the gap?

B. Yes. A complete dimension readback needs the number, origin, and endpoint. Here, the origin is unresolved; the centerline endpoint is already identified.

A Not here. This line belongs to turn 6, after Nia says: "So the bathroom layout isn't saying four hundred fifty from the exposed framing. I shouldn't shorten that reference to just the wall." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ben's response in turn 14. It connects Nia's preceding point with Nia's follow-up. Dimension readback repeats the number, origin, and endpoint so the actual ambiguity remains visible.

C Not here. This line belongs to turn 8, after Nia says: "Can we use an assumed finish thickness to translate between them? The detail we've been given doesn't state what that thickness is." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Nia says: "The cabinet sheet starts at the framing face. I can see now that the bathroom sheet names a different surface, even though the number matches." 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. What was observed during the visit?

C. The visible ceiling patch was dry

Only the visible patch condition during the visit is established.

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A2. What is not visible?

B. The pipework

The brief explicitly states that no pipework is visible.

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A3. What remains unresolved?

D. The source of the staining

The visible surface condition does not establish the origin of the staining.

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D / Response choices

D1. Which statement is best supported?

D. The visible patch was dry during the visit; source unresolved

The supported wording preserves both the observation and the unresolved cause.

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D2. What is wrong with saying leak stopped?

A. It infers a change in a leak that has not been established

Dry surface condition does not establish an active leak's history or cessation.

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04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Pipes hidden from view behind building finishes. Which term fits?

C. concealed pipework

A Not here. evidence: Information supporting a conclusion. The usual combination is "distinguish evidence from assumption".

B Not here. diagnosis: Determination of the nature or cause of a problem. The usual combination is "distinguish observation from diagnosis".

C Correct. concealed pipework: Pipes hidden from view behind building finishes. The usual combination is "distinguish concealed pipework".

D Not here. active leak: Water escape occurring at the relevant time. The usual combination is "establish an active leak".

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D4. Rebuild the exchange from "A dry patch is not a diagnosis". Rosa: "The washroom is directly above it. Wouldn't the basin there be the obvious source to put in the report?" Arun: [missing response] Rosa: "I had written basin leak on the job record. That sounds more definite than what we've actually established about this stain." Which response belongs in the gap?

A. It describes the location. It does not establish the moisture source. No pipework is visible here, so we should not name a concealed component as responsible.

A Correct. This is Arun's response in turn 6. It connects Rosa's preceding point with Rosa's follow-up. Moisture source concerns origin, which the location below a washroom does not prove.

B Not here. This line belongs to turn 14, after Rosa says: "I also have a box marked repair completed. No repair is established by this account, so I shouldn't use that as the closing status." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Rosa says: "So your observation is about the surface during this visit. You aren't saying you've seen the pipework inside the ceiling." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Rosa says: "What wording will give the owner something useful without making the dry patch sound like confirmation that everything above it is fine?" It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. surface condition

Turn 2. Surface condition refers to the visible patch, not the state of concealed pipework.

2. visible patch

Turn 4. Visible patch limits the observation to the exposed stained area that Arun can see.

04 / Answers and explanations / continued

3. moisture source

Turn 6. Moisture source concerns origin, which the location below a washroom does not prove.

4. causal claim

Turn 8. Causal claim assigns the stain to the basin without evidence establishing that connection.

5. observation scope

Turn 10. Observation scope confines the statement to the visible surface during the visit.

6. inspection limitation

Turn 12. Inspection limitation identifies the concealed pipework that was not visible for assessment.

7. repair claim

Turn 14. Repair claim would assert completed corrective work, which this visit account does not establish.

8. qualified statement

Turn 16. Qualified statement provides explicit limits while still communicating a useful observation.

9. time qualifier

Turn 18. Time qualifier prevents a visit-specific observation from becoming a general assurance.

10. finding summary

Turn 20. Finding summary reports established observations and limits without claiming a diagnosis or resolution.

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F / Accuracy and scope

F1. Which phrase best communicates the inspection limit?

D. No pipework was visible from this position

The phrase states the actual visibility limit without inventing a broader examination.

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F2. What should the report avoid?

D. A repair or structural conclusion unsupported by the visit

Neither a completed repair nor structural assessment is supplied in the brief.

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04 / Answers and explanations / continued

F / Guided speaking

1. dry

Owner: The visible patch was dry during the visit.

Turn 1. Dry is the observed surface condition during the stated attendance.

2. pipework

Plumber: No pipework was visible.

Turn 2. The concealed pipework limits what this observation can establish.

3. established

Owner: The source is not established.

Turn 3. The stain location and dry patch do not identify the source.

4. assessment

Plumber: The source still needs assessment.

Turn 4. Further assessment is needed, without a promised diagnosis or outcome.

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04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A dry patch is not a diagnosis". Rosa: "I also have a box marked repair completed. No repair is established by this account, so I shouldn't use that as the closing status." Arun: [missing response] Rosa: "Could you give me one concise sentence with both the observation and its limits? The staff need a clear update, not a vague reassurance." Which response belongs in the gap?

A. Correct. There is no repair claim to make from these facts. We have an observation and an unresolved source, not a documented correction of the problem.

A Correct. This is Arun's response in turn 14. It connects Rosa's preceding point with Rosa's follow-up. Repair claim would assert completed corrective work, which this visit account does not establish.

B Not here. This line belongs to turn 4, after Rosa says: "So your observation is about the surface during this visit. You aren't saying you've seen the pipework inside the ceiling." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Rosa says: "The washroom is directly above it. Wouldn't the basin there be the obvious source to put in the report?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Rosa says: "What wording will give the owner something useful without making the dry patch sound like confirmation that everything above it is fine?" 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 does the removable panel provide?

A. Access to the recorded cleanout

The panel is an access feature, not an additional drainage fixture.

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A2. What has Hana requested?

C. Permanent covering of the panel area

The client requests permanent covering, but no approval is established.

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A3. Who needs to coordinate the detail?

D. The designer with the plumbing team

The supplied next step is design coordination with the plumbing team.

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D / Response choices

D1. Which explanation is clearest?

B. The panel lets the relevant team reach the cleanout; it is not another drain

The explanation separates the access cover from the drainage-maintenance feature.

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D2. What should Dev do with Hana's preference?

A. Record it for design coordination without approving concealment

Recording a preference does not establish acceptable access; cabinet agreement, smaller dimensions, and another project's detail do not complete this review.

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05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Pipe route conveying waste water or discharge. Which term fits?

A. drainage line

A Correct. drainage line: Pipe route conveying waste water or discharge. The usual combination is "locate the drainage line".

B Not here. finish panel: Panel forming an exposed decorative surface. The usual combination is "coordinate the finish panel".

C Not here. cabinet elevation: Drawing showing the vertical face of cabinetry. The usual combination is "read the cabinet elevation".

D Not here. enclosure change: Proposed alteration to the surrounding cover or construction. The usual combination is "review the enclosure change".

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D4. Rebuild the exchange from "The panel is not an extra drain". Hana: "I understand the difference now. My concern is how the panel looks. Could the cabinet maker cover it permanently so the front stays uninterrupted?" Dev: [missing response] Hana: "If the cabinet maker is happy with a fixed front, doesn't that settle it? The change would be to the cabinet rather than the pipe." Which response belongs in the gap?

C. I can record that as an appearance request, but not approve it as a construction change. The access function needs to be preserved in the reviewed arrangement.

A Not here. This line belongs to turn 12, after Hana says: "What if the front could eventually be removed with substantial cabinet work? Would that count as the same thing as the removable cover?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 20, after Hana says: "Then the record is a request for a cleaner appearance, with the access arrangement still awaiting review. It isn't permission to cover the point permanently." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Dev's response in turn 6. It connects Hana's preceding point with Hana's follow-up. Appearance request preserves Hana's preference without turning it into an approved enclosure change.

D Not here. This line belongs to turn 10, after Hana says: "How large does the usable opening have to be? I don't see a dimension in the information we've been discussing." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. access panel

Turn 2. Access panel is the cover shown in the cabinet drawing, not another drain.

05 / Answers and explanations / continued

2. cleanout

Turn 4. Cleanout identifies drainage-maintenance access, distinct from the basin's waste outlet.

3. appearance request

Turn 6. Appearance request preserves Hana's preference without turning it into an approved enclosure change.

4. access detail

Turn 8. Access detail determines how required access is provided within the proposed cabinet arrangement.

5. clear opening

Turn 10. Clear opening is the usable access space, whose approved dimensions are not supplied here.

6. fixed panel

Turn 12. Fixed panel does not automatically perform the access function of the removable panel it would replace.

7. access requirement

Turn 14. Access requirement concerns the conditions the final arrangement must satisfy, independent of appearance preference.

8. design intent

Turn 16. Design intent explains the access function that must not be lost through the client's earlier terminology.

9. coordination response

Turn 18. Coordination response is the relevant combined review needed before the access arrangement can be confirmed.

10. review status

Turn 20. Review status preserves the distinction between a client request and an accepted design change.

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05 / Answers and explanations / continued

F / Accuracy and scope

F1. Which claim is unsupported?

B. The drawn panel dimensions are approved and sufficient

No approved dimensions or verified access arrangement are supplied.

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F2. What is the appropriate next step?

B. Coordinate the access detail with the designer and plumbing team

The case calls for design coordination, not client intervention or assumed equivalence.

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F / Guided speaking

1. drain

Client: The panel is not an extra drain.

Turn 1. The feature provides access rather than acting as an additional drain.

2. cleanout

Coordinator: It provides access to a cleanout.

Turn 2. Cleanout is the recorded drainage-maintenance access feature behind the panel.

3. detail

Client: The designer will coordinate the access detail.

Turn 3. The access detail must reconcile the cabinet arrangement with plumbing requirements.

4. approved

Coordinator: Permanent covering is not yet approved.

Turn 4. The plumber has not reviewed the proposed enclosure change for acceptance.

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05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The panel is not an extra drain". Hana: "I don't want a maintenance visit to turn into a cabinet replacement. Can you ask for an option that looks tidy and keeps the necessary access?" Dev: [missing response] Hana: "Should the request say remove the extra drain? That's what I wrote initially, but it now sounds as though I meant something quite different." Which response belongs in the gap?

A. Yes. I'll pass on both the appearance preference and the access requirement. The response needs to address them together; one doesn't cancel the other.

A Correct. This is Dev's response in turn 14. It connects Hana's preceding point with Hana's follow-up. Access requirement concerns the conditions the final arrangement must satisfy, independent of appearance preference.

B Not here. This line belongs to turn 2, after Hana says: "Dev, there's a small panel in the cabinet drawing. Is that another drain? I'd rather have one clean surface without that extra piece." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Hana says: "Then what is the thing behind it? I thought every opening shown near the basin was another place for water to drain away." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Hana says: "If the cabinet maker is happy with a fixed front, doesn't that settle it? The change would be to the cabinet rather than the pipe." It addresses that point, not the missing turn in the supplied exchange.

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06 / Answers and explanations

A / Read the situation

A1. What is booked for 09:00?

B. The plumbing visit

The booked time belongs to attendance, not to the proposed interruption.

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A2. What is the proposed interruption window?

B. 10:00-11:00

The proposal is specifically 10:00-11:00 and remains pending approval.

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A3. What is the stated affected area?

D. The east washroom only

The supplied scope is limited to the east washroom.

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D / Response choices

D1. Which notice wording preserves all supplied facts?

B. Visit 09:00; east-washroom interruption proposed 10:00-11:00, pending approval

The correct wording separates the booked visit from the limited, unapproved interruption.

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D2. What is wrong with only changing whole building to east washroom?

D. Timing and approval status may still be wrong

Correcting the area alone does not correct the arrival-time confusion or pending approval.

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06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Particular room identified by its east-side location. Which term fits?

C. east washroom

A Not here. booking confirmation: Record establishing an agreed appointment. The usual combination is "read the booking confirmation".

B Not here. schedule readback: Repetition of times, scope, and status for confirmation. The usual combination is "give a schedule readback".

C Correct. east washroom: Particular room identified by its east-side location. The usual combination is "specify the east washroom".

D Not here. room availability: Whether a room is available under stated conditions. The usual combination is "clarify room availability".

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D4. Rebuild the exchange from "Arrival at nine, proposed interruption at ten". Joel: "I also wrote building water off. That would affect far more people than the east washroom named in our information." Imani: [missing response] Joel: "If I correct the times and area, can I remove proposed? Ten to eleven sounds definite enough when it's written on a notice." Which response belongs in the gap?

C. The stated affected area is the east washroom only. Please keep that room name attached to the proposed interruption rather than describing every area as unavailable.

A Not here. This line belongs to turn 2, after Joel says: "Imani, I combined the visit and the water interruption in one notice: nine to eleven, east washroom. Have I accidentally made the interruption longer?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Joel says: "If I correct the times and area, can I remove proposed? Ten to eleven sounds definite enough when it's written on a notice." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Imani's response in turn 6. It connects Joel's preceding point with Joel's follow-up. Affected area is limited to the east washroom, not the entire building.

D Not here. This line belongs to turn 10, after Joel says: "Who still needs to approve that window? I don't want the visit booking mistaken for the missing decision." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. attendance time

Turn 2. Attendance time belongs to the booked visit and does not establish the start of an interruption.

2. interruption window

Turn 4. Interruption window identifies the separate proposed service pause from 10:00 to 11:00.

06 / Answers and explanations / continued

3. affected area

Turn 6. Affected area is limited to the east washroom, not the entire building.

4. status qualifier

Turn 8. Status qualifier retains proposed status and prevents the revised notice from implying approval.

5. building manager

Turn 10. Building manager is the named approval role whose decision remains pending in the case.

6. notice wording

Turn 12. Notice wording should distinguish the booked visit from the proposed, limited interruption.

7. access arrangement

Turn 14. Access arrangement must come from actual coordination rather than being inferred from the visit booking.

8. schedule readback

Turn 16. Schedule readback preserves both times, the limited area, and the unresolved approval in one accurate summary.

9. operating instruction

Turn 18. Operating instruction would direct equipment action, which this scheduling conversation does not authorize.

10. coordination update

Turn 20. Coordination update communicates the corrected arrangements while keeping the outstanding decision explicit.

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F / Accuracy and scope

F1. Which item is already confirmed?

D. The 09:00 visit booking

The case confirms attendance only, not the proposed service interruption.

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06 / Answers and explanations / continued

F2. What should Joel avoid treating the message as?

A. Permission to operate valves or start an interruption

Scheduling language does not provide an operational instruction or authorization.

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F / Guided speaking

1. 09:00

Coordinator: The visit is booked for 09:00.

Turn 1. The confirmed booking concerns attendance at nine, not the service interruption.

2. 10:00-11:00

Representative: The interruption is proposed for 10:00-11:00.

Turn 2. The proposed window starts at ten and ends at eleven.

3. east

Coordinator: It concerns the east washroom only.

Turn 3. East washroom is the stated limited area in the proposal.

4. pending

Representative: Building-manager approval remains pending.

Turn 4. Pending preserves the fact that the proposed interruption is not yet approved.

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06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Arrival at nine, proposed interruption at ten". Joel: "Does booking the visit also confirm how the plumber will get access? I don't see a separate agreed arrangement in these notes." Imani: [missing response] Joel: "Let me read it back: visit booked for nine, interruption proposed ten to eleven, east washroom only, subject to the manager's approval." Which response belongs in the gap?

B. Correct. We should not invent an access arrangement in this correction. We are clarifying the supplied timing, impact, and approval status, not adding new permissions.

A Not here. This line belongs to turn 2, after Joel says: "Imani, I combined the visit and the water interruption in one notice: nine to eleven, east washroom. Have I accidentally made the interruption longer?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Imani's response in turn 14. It connects Joel's preceding point with Joel's follow-up. Access arrangement must come from actual coordination rather than being inferred from the visit booking.

C Not here. This line belongs to turn 10, after Joel says: "Who still needs to approve that window? I don't want the visit booking mistaken for the missing decision." 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 help me word the draft with the visit and interruption on separate lines. Both times need to stay attached to the right event." 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 does the current estimate cover?

B. Replacing B1 with the specified basin model

The stated estimate concerns replacement of B1 with the specified model.

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A2. What is Ava assuming?

B. The fixture allowance includes cabinet changes and redecoration

The brief names these related works as Ava's assumption, not quoted inclusions.

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A3. What remains unassessed?

D. Access requirements and revised plumbing scope

The changed arrangement still needs assessment before its scope or terms can be confirmed.

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D / Response choices

D1. Which response best addresses Ava's assumption?

C. The estimate covers B1 replacement; cabinet changes and redecoration are not listed

The response identifies the actual coverage without treating a product allowance as a package or claiming unassessed cabinet work is certain.

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D2. What must happen before revised terms can be confirmed?

B. Assess access requirements and define the revised scope

The changed arrangement requires assessment before price and timing can be established.

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07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Work to replace the identified basin. Which term fits?

A. basin replacement

A Correct. basin replacement: Work to replace the identified basin. The usual combination is "define the basin replacement".

B Not here. access requirements: Conditions or provisions needed to reach the work. The usual combination is "assess access requirements".

C Not here. additional cost: Cost beyond the amount already stated. The usual combination is "assess additional cost".

D Not here. first-hour rating: Rated hot-water delivery in an hour beginning with a fully heated tank. The usual combination is "compare first-hour ratings".

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D4. Rebuild the exchange from "A fixture allowance is not a vanity package". Ava: "Then please price the wall-hung option before anyone orders it. I haven't agreed to a revised amount, and I don't know what other work it involves." Luis: [missing response] Ava: "Can you tell from the product picture whether the existing connections can stay where they are? It would be helpful to avoid opening anything up." Which response belongs in the gap?

B. I'll log a change request for assessment and pricing. That records the option you want examined; it doesn't make the option agreed work or an approved order.

A Not here. This line belongs to turn 14, after Ava says: "Could you at least give me a fixed extra price today? I'd prefer one number, but we haven't established what that number would cover." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Luis's response in turn 6. It connects Ava's preceding point with Ava's follow-up. Change request records the new arrangement without treating it as agreed scope or accepted price.

C Not here. This line belongs to turn 10, after Ava says: "So you aren't saying cabinet work is definitely necessary. You're saying it wasn't included and the changed arrangement hasn't been checked yet." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Ava says: "Until that comes back, I am asking for an assessment, not authorizing anyone to buy the vanity or start extra work." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. estimate

Turn 2. Estimate refers to the existing cost document for the specified B1 replacement.

07 / Answers and explanations / continued

2. fixture allowance

Turn 4. Fixture allowance has the scope stated in the estimate and does not establish all related work as included.

3. change request

Turn 6. Change request records the new arrangement without treating it as agreed scope or accepted price.

4. access requirements

Turn 8. Access requirements concern reaching the changed work and remain unassessed in the case.

5. cabinet alteration

Turn 10. Cabinet alteration is related work not listed in the original estimate, not a predetermined technical requirement.

6. making good

Turn 12. Making good means agreed restoration and needs a defined extent rather than an unlimited assumption.

7. additional cost

Turn 14. Additional cost cannot be fixed reliably while the changed work and access remain unassessed.

8. completion date

Turn 16. Completion date for the changed work is not established by the original estimate.

9. revised quotation

Turn 18. Revised quotation sets out a price proposal for a defined changed scope rather than merely restating the product allowance.

10. approval to proceed

Turn 20. Approval to proceed with extra work has not been given by this assessment request.

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07 / Answers and explanations / continued

F / Accuracy and scope

F1. Which phrase overpromises?

B. The wall-hung vanity will cost exactly the same and finish on the original date

Neither unchanged cost nor unchanged timing is supported for the unassessed change.

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F2. What does making good need in an agreement?

D. A defined extent of restoration

Restoration boundaries must be stated rather than inferred from a broad phrase.

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F / Guided speaking

1. B1

Estimator: The estimate covers replacement of B1 with the specified model.

Turn 1. B1 identifies the fixture in the original stated estimate.

2. redecoration

Client: Cabinet changes and redecoration are not listed.

Turn 2. Redecoration is one of the related works not listed in the estimate.

3. assessment

Estimator: The revised scope still needs assessment.

Turn 3. The access requirements and changed plumbing scope have not yet been assessed.

4. confirmed

Client: Price and timing are not yet confirmed for the change.

Turn 4. Revised terms cannot be treated as agreed while the changed scope remains unassessed.

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07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A fixture allowance is not a vanity package". Ava: "Could you at least give me a fixed extra price today? I'd prefer one number, but we haven't established what that number would cover." Luis: [missing response] Ava: "The original schedule was based on replacing B1. I shouldn't assume the wall-hung arrangement will be finished on the same date, then." Which response belongs in the gap?

B. A fixed additional cost would be premature before the changed scope and access are assessed. The price needs a defined basis so you can compare it meaningfully.

A Not here. This line belongs to turn 6, after Ava says: "Then please price the wall-hung option before anyone orders it. I haven't agreed to a revised amount, and I don't know what other work it involves." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Luis's response in turn 14. It connects Ava's preceding point with Ava's follow-up. Additional cost cannot be fixed reliably while the changed work and access remain unassessed.

C Not here. This line belongs to turn 10, after Ava says: "So you aren't saying cabinet work is definitely necessary. You're saying it wasn't included and the changed arrangement hasn't been checked yet." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 20, after Ava says: "Until that comes back, I am asking for an assessment, not authorizing anyone to buy the vanity or start extra work." 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. What is wrong with the care leaflet?

C. It belongs to the previous model

The supplied leaflet does not match the current model in the handover pack.

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A2. What does Leo promise for Monday?

C. A call about follow-up

Monday is the promised communication date, not a booked site visit.

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A3. What remains unscheduled?

B. The return visit for cosmetic-trim review

The cosmetic-trim review needs a return visit, but no date is booked.

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D / Response choices

D1. Which handover summary is accurate?

A. Pack received; wrong-model leaflet pending replacement; Leo calls Monday; trim visit unbooked

The summary preserves receipt, document correction, ownership, callback, and unbooked visit.

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D2. What would turn the callback into an unsupported promise?

B. Telling Maya the team will attend on Monday

The promise concerns a call; no return appointment has been booked.

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08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Product version or selection used before the current one. Which term fits?

C. previous model

A Not here. callback: Return phone call to provide information or an update. The usual combination is "commit to a callback".

B Not here. document correction: Amendment or replacement needed to make records accurate. The usual combination is "track the document correction".

C Correct. previous model: Product version or selection used before the current one. The usual combination is "distinguish the previous model".

D Not here. warranty record: Document stating relevant warranty information. The usual combination is "retain the warranty record".

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D4. Rebuild the exchange from "The wrong leaflet and an unbooked visit". Maya: "Who will chase the model-specific document? I need one contact so the request doesn't pass between the installer and the supplier without an answer." Leo: [missing response] Maya: "You said you'd call on Monday. Is Monday the update date, or are you also confirming the separate visit to look at the cosmetic trim?" Which response belongs in the gap?

D. I will be the follow-up owner for the leaflet. Please record me against it, and I will call you on Monday with an update.

A Not here. This line belongs to turn 4, after Maya says: "So the pack arrived, but the care document needs correcting. Please don't mark the leaflet issue resolved just because I signed for the envelope." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Maya says: "You said you'd call on Monday. Is Monday the update date, or are you also confirming the separate visit to look at the cosmetic trim?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 14, after Maya says: "Does my acknowledgment of the pack mean I've accepted that every document matches the installation? That's not what I intended to confirm." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Leo's response in turn 6. It connects Maya's preceding point with Maya's follow-up. Follow-up owner names Leo as the person responsible for progressing the leaflet correction.

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E / Conversation

1. model mismatch

Turn 2. Model mismatch identifies the leaflet's previous-model reference rather than denying receipt of the pack.

08 / Answers and explanations / continued

2. replacement document

Turn 4. Replacement document is the correct model-specific leaflet needed to resolve the mismatch.

3. follow-up owner

Turn 6. Follow-up owner names Leo as the person responsible for progressing the leaflet correction.

4. update date

Turn 8. Update date is the promised communication date, not an appointment for the separate trim review.

5. callback

Turn 10. Callback means the promised phone communication and does not establish site attendance.

6. open-item list

Turn 12. Open-item list should retain the document correction and visit arrangement as distinct unfinished matters.

7. Document receipt

Turn 14. Document receipt acknowledges delivery without verifying the accuracy or suitability of each enclosed record.

8. completion claim

Turn 16. Completion claim would wrongly describe the trim as corrected when only a future review is required.

9. warranty record

Turn 18. Warranty record retains its actual terms; the callback and open items do not automatically revise them.

10. handover readback

Turn 20. Handover readback preserves received records, open corrections, ownership, and the distinction between call and visit.

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08 / Answers and explanations / continued

F / Accuracy and scope

F1. Which action best handles the leaflet mismatch?

D. Obtain the document for the current model

The correct model-specific document is needed rather than an assumed equivalent.

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F2. Which statement correctly addresses the warranty question?

D. The actual warranty terms are not revised by the callback promise

A follow-up conversation does not itself revise the applicable warranty terms; the promised call and open items create no automatic extension.

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F / Guided speaking

1. previous

Client: The leaflet belongs to the previous model.

Turn 1. Previous identifies why the supplied leaflet does not match the current product.

2. Leo

Lead: Leo owns the replacement-leaflet follow-up.

Turn 2. Leo explicitly accepts responsibility for obtaining the correct care leaflet.

3. Monday

Client: The promised call is on Monday.

Turn 3. Monday is the communication commitment rather than the return-visit date.

4. booked

Lead: The return visit is not yet booked.

Turn 4. The cosmetic-trim review requires attendance, but no appointment date is confirmed.

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08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The wrong leaflet and an unbooked visit". Maya: "Does my acknowledgment of the pack mean I've accepted that every document matches the installation? That's not what I intended to confirm." Leo: [missing response] Maya: "The trim hasn't been reviewed on a return visit yet. Please don't write corrected when the outstanding task is still arranging that visit." Which response belongs in the gap?

B. Exactly. Document receipt and document accuracy are different. We can acknowledge delivery while keeping the care-leaflet mismatch open until the proper document is supplied.

A Not here. This line belongs to turn 4, after Maya says: "So the pack arrived, but the care document needs correcting. Please don't mark the leaflet issue resolved just because I signed for the envelope." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Leo's response in turn 14. It connects Maya's preceding point with Maya's follow-up. Document receipt acknowledges delivery without verifying the accuracy or suitability of each enclosed record.

C Not here. This line belongs to turn 8, after Maya says: "You said you'd call on Monday. Is Monday the update date, or are you also confirming the separate visit to look at the cosmetic trim?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 6, after Maya says: "Who will chase the model-specific document? I need one contact so the request doesn't pass between the installer and the supplier without an answer." 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: Sink intended for cleaning or general utility tasks. Which term fits?

A. utility sink

A Correct. utility sink: Sink intended for cleaning or general utility tasks. The usual combination is "distinguish the utility sink".

B Not here. waste connection: Connection associated with carrying used water away. The usual combination is "describe the waste connection".

C Not here. previous repair: Corrective work completed on an earlier occasion. The usual combination is "confirm a previous repair".

D Not here. unit number: Identifier of an individual apartment or premises. The usual combination is "confirm the unit number".

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2. A colleague needs the term for this meaning: Manufacturer identifier for a particular item. Which term fits?

C. part number

A Not here. nominal size: Conventional size designation that may differ from a measured diameter. The usual combination is "confirm the nominal size".

B Not here. fitting: Component used to connect, branch, or change a pipe run. The usual combination is "identify the fitting".

C Correct. part number: Manufacturer identifier for a particular item. The usual combination is "verify the part number".

D Not here. product identification: Information establishing which item has been supplied. The usual combination is "complete product identification".

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Review 1 / Explanations / continued

3. Rebuild the exchange from "Which sink in Unit 3B?". Mina: "The form has a box for when it started. Seven is when I noticed it, but I can't honestly say that was the start." Ellis: [missing response] Mina: "There's another box for earlier repairs. I don't have any records. Does leaving that blank mean the basin has never been repaired?" Which response belongs in the gap?

B. I'll keep it as the observation time and leave onset unconfirmed. That avoids giving the plumber a more precise history than you can support.

A Not here. This line belongs to turn 4, after Mina says: "The bathroom one. The utility sink is next to the cabinet, so I can see why just saying sink isn't very helpful." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Ellis's response in turn 10. It connects Mina's preceding point with Mina's follow-up. Observation time preserves when Mina noticed water without inventing the onset.

C Not here. This line belongs to turn 12, after Mina says: "There's another box for earlier repairs. I don't have any records. Does leaving that blank mean the basin has never been repaired?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Mina says: "No. I almost said the pipe was leaking, but I haven't seen which part the water came from. Can you leave that open?" It addresses that point, not the missing turn in the supplied exchange.

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Review 1 / Explanations / continued

4. Rebuild the exchange from "A designation is not a measurement". Omar: "I'll stop calling the delivery wrong on the strength of the measurement alone. What should the goods record say while you investigate?" Leila: [missing response] Omar: "I'll send the order line and the incomplete label details, keeping my outside measurement attached rather than changing it to the order's number." Which response belongs in the gap?

C. Keep the acceptance status unresolved pending identification and the relevant checks. Don't replace premature rejection with premature acceptance; both would overstate what we know.

A Not here. This line belongs to turn 14, after Omar says: "Suppose those dimensions check out. Does that settle whether it joins the components already specified for the project?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Omar says: "Once we've identified it, how do we check the measurement without comparing it with an unrelated pipe from a different range?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Leila's response in turn 18. It connects Omar's preceding point with Omar's follow-up. Acceptance status must remain unresolved while identification and compatibility checks are incomplete.

D Not here. This line belongs to turn 4, after Omar says: "I measured across the outside. Are you saying I should discard that measurement because it doesn't use the same kind of number as the order?" 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: Surface of the structural framing used as a reference. Which term fits?

A. framing face

A Correct. framing face: Surface of the structural framing used as a reference. The usual combination is "reference the framing face".

B Not here. rough-in detail: Drawing information defining relevant preliminary service positions. The usual combination is "confirm the rough-in detail".

C Not here. finish thickness: Dimension occupied by the finishing layer or layers. The usual combination is "confirm the finish thickness".

D Not here. coordinated detail: Information reconciled across the relevant elements and trades. The usual combination is "issue a coordinated detail".

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2. A colleague needs the term for this meaning: Discoloration remaining from an earlier event. Which term fits?

A. historical staining

A Correct. historical staining: Discoloration remaining from an earlier event. The usual combination is "distinguish historical staining".

B Not here. ceiling stain: Discoloration on a ceiling surface. The usual combination is "record the ceiling stain".

C Not here. time qualifier: Wording limiting a statement to a specified period. The usual combination is "retain the time qualifier".

D Not here. resolution: Established correction or closure of the reported issue. The usual combination is "avoid premature resolution".

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Review 2 / Explanations / continued

3. Rebuild the exchange from "A designation is not a measurement". Omar: "Would a photograph of similar packaging settle it? Another delivery had the same color, and that one matched the order." Leila: [missing response] Omar: "Once we've identified it, how do we check the measurement without comparing it with an unrelated pipe from a different range?" Which response belongs in the gap?

D. No. We need the actual item's part number and supporting identification. Similar packaging isn't a reliable substitute for the manufacturer's item reference.

A Not here. This line belongs to turn 2, after Omar says: "Leila, the number on our order doesn't match the outside measurement of the delivered pipe. I think you've sent the wrong size." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Omar says: "Our order names the series. I can send that line, but the label doesn't give me enough to match the delivered item to it." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 6, after Omar says: "Then perhaps there's no delivery problem after all. Can I tell the team the goods are correct and move on?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Leila's response in turn 10. It connects Omar's preceding point with Omar's follow-up. Part number identifies a particular manufacturer item more precisely than packaging appearance.

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4. Rebuild the exchange from "A dry patch is not a diagnosis". Rosa: "Should I retain at the time of the visit? Removing it makes the sentence shorter but seems to broaden what it claims." Arun: [missing response] Rosa: "I'll record the dry surface and unresolved source. I won't describe the pipework as sound or the issue as repaired on that basis." Which response belongs in the gap?

B. Good. The time qualifier matters. Removing it could make a limited observation sound like a continuing assurance about the whole system.

A Not here. This line belongs to turn 16, after Rosa says: "Could you give me one concise sentence with both the observation and its limits? The staff need a clear update, not a vague reassurance." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Arun's response in turn 18. It connects Rosa's preceding point with Rosa's follow-up. Time qualifier prevents a visit-specific observation from becoming a general assurance.

C Not here. This line belongs to turn 2, after Rosa says: "Arun, the ceiling patch under the washroom looks dry now. Can I tell the shop staff that the leak has stopped?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Rosa says: "I had written basin leak on the job record. That sounds more definite than what we've actually established about this stain." 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: Opening or pipe carrying used water away. Which term fits?

C. drain

A Not here. appearance request: Client preference about how something looks. The usual combination is "record the appearance request".

B Not here. concealment: Covering that hides an element from view. The usual combination is "review proposed concealment".

C Correct. drain: Opening or pipe carrying used water away. The usual combination is "distinguish the drain".

D Not here. permanent enclosure: Construction intended to remain closed rather than provide removable access. The usual combination is "review a permanent enclosure".

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2. A colleague needs the term for this meaning: Service pause accepted through the relevant approval process. Which term fits?

B. approved interruption

A Not here. start time: Beginning of a defined event or period. The usual combination is "preserve the start time".

B Correct. approved interruption: Service pause accepted through the relevant approval process. The usual combination is "distinguish an approved interruption".

C Not here. confirmed appointment: Visit that has been booked rather than merely suggested. The usual combination is "distinguish the confirmed appointment".

D Not here. attendance time: Time scheduled for the service team to arrive. The usual combination is "confirm the attendance time".

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Review 3 / Explanations / continued

3. Rebuild the exchange from "A dry patch is not a diagnosis". Rosa: "What wording will give the owner something useful without making the dry patch sound like confirmation that everything above it is fine?" Arun: [missing response] Rosa: "The pipework wasn't visible. Should that limitation sit beside the observation, rather than disappear into another part of the report?" Which response belongs in the gap?

A. The observation scope is the visible surface during this attendance. It does not establish the condition of hidden pipework or prove that an issue cannot recur.

A Correct. This is Arun's response in turn 10. It connects Rosa's preceding point with Rosa's follow-up. Observation scope confines the statement to the visible surface during the visit.

B Not here. This line belongs to turn 6, after Rosa says: "The washroom is directly above it. Wouldn't the basin there be the obvious source to put in the report?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 14, after Rosa says: "I also have a box marked repair completed. No repair is established by this account, so I shouldn't use that as the closing status." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Rosa says: "So your observation is about the surface during this visit. You aren't saying you've seen the pipework inside the ceiling." It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "Arrival at nine, proposed interruption at ten". Joel: "One tenant asked which valve to use at ten. This draft doesn't authorize a tenant to operate anything, does it?" Imani: [missing response] Joel: "I'll hold the notice for the required approval and keep the operating arrangements separate. Please update me when the pending decision is available." Which response belongs in the gap?

C. Precisely. It is not an operating instruction. Actual operations and the release of the final notice must follow their separate relevant processes.

A Not here. This line belongs to turn 4, after Joel says: "Then nine is the booked arrival. What are the start and end times of the separate interruption we are proposing?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Joel says: "Who still needs to approve that window? I don't want the visit booking mistaken for the missing decision." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Imani's response in turn 18. It connects Joel's preceding point with Joel's follow-up. Operating instruction would direct equipment action, which this scheduling conversation does not authorize.

D Not here. This line belongs to turn 12, after Joel says: "Please help me word the draft with the visit and interruption on separate lines. Both times need to stay attached to the right event." 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: Product identified in the agreed or proposed scope. Which term fits?

C. specified model

A Not here. change request: Proposal to alter the existing scope or selection. The usual combination is "record a change request".

B Not here. scope boundary: Limit separating included work from other work. The usual combination is "explain the scope boundary".

C Correct. specified model: Product identified in the agreed or proposed scope. The usual combination is "retain the specified model".

D Not here. making good: Restoring affected surfaces after work, within an agreed scope. The usual combination is "define making good".

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2. A colleague needs the term for this meaning: Acknowledgment that records have been delivered. Which term fits?

D. document receipt

A Not here. visit booking: Confirmed appointment for attendance. The usual combination is "distinguish a visit booking".

B Not here. completion claim: Statement that relevant work is finished. The usual combination is "verify a completion claim".

C Not here. handover pack: Collection of records supplied when work is handed over. The usual combination is "receive the handover pack".

D Correct. document receipt: Acknowledgment that records have been delivered. The usual combination is "confirm document receipt".

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Review 4 / Explanations / continued

3. Rebuild the exchange from "Arrival at nine, proposed interruption at ten". Joel: "Who still needs to approve that window? I don't want the visit booking mistaken for the missing decision." Imani: [missing response] Joel: "Please help me word the draft with the visit and interruption on separate lines. Both times need to stay attached to the right event." Which response belongs in the gap?

D. Exactly. The building manager has not approved that proposal yet. We need both the accurate details and the accurate level of certainty in the communication.

A Not here. This line belongs to turn 12, after Joel says: "Please help me word the draft with the visit and interruption on separate lines. Both times need to stay attached to the right event." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 14, after Joel says: "Does booking the visit also confirm how the plumber will get access? I don't see a separate agreed arrangement in these notes." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Joel says: "Imani, I combined the visit and the water interruption in one notice: nine to eleven, east washroom. Have I accidentally made the interruption longer?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Imani's response in turn 10. It connects Joel's preceding point with Joel's follow-up. Building manager is the named approval role whose decision remains pending in the case.

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4. Rebuild the exchange from "The wrong leaflet and an unbooked visit". Maya: "Do these open items change any warranty terms automatically? I want to avoid reading a new promise into the Monday callback." Leo: [missing response] Maya: "Please read back the pack status, document owner, Monday call, and unbooked trim visit. That will give me a reliable note of what we've agreed." Which response belongs in the gap?

B. Keep the warranty record and its actual terms. This conversation assigns follow-up and clarifies scheduling; it does not create a new warranty promise.

A Not here. This line belongs to turn 8, after Maya says: "You said you'd call on Monday. Is Monday the update date, or are you also confirming the separate visit to look at the cosmetic trim?" It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Leo's response in turn 18. It connects Maya's preceding point with Maya's follow-up. Warranty record retains its actual terms; the callback and open items do not automatically revise them.

C Not here. This line belongs to turn 6, after Maya says: "Who will chase the model-specific document? I need one contact so the request doesn't pass between the installer and the supplier without an answer." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Maya says: "Does my acknowledgment of the pack mean I've accepted that every document matches the installation? That's not what I intended to confirm." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 91](#)

Additional case 1 / Explanations

Extended conversation

1. static pressure

Turn 2. The supplied static reading is the pressure with no flow at S1; it is not the pressure recorded during the flow observation.

2. flow rate

Turn 4. Flow rate describes volume per unit time; six liters over thirty seconds is a different quantity from pressure in bar.

3. liters per minute

Turn 6. Six divided by half a minute equals twelve liters per minute; copying the six-liter volume would halve the reported rate.

4. flowing pressure

Turn 8. The 2.6-bar value belongs to the same stated flow observation; retaining that condition prevents substitution of the four-bar no-flow reading.

5. kilopascals

Turn 10. At one hundred kilopascals per bar, four bar equals four hundred kPa and 2.6 bar equals 260 kPa.

6. operating conditions

Turn 12. The observations differ in flow condition; the numerical pressure difference alone does not identify a blockage, leak, pump fault, or required remedy.

[Return to the conversation, page 94](#)

Transfer exchange

1. 12

Customer: The reported flow rate is 12 liters per minute.

Turn 1. Nine liters in three-quarters of a minute equals twelve liters per minute.

Additional case 1 / Explanations / continued

2. 0.2

Coordinator: The same flow is 0.2 liters per second.

Turn 2. Nine divided by forty-five equals 0.2 liters per second.

3. 320

Customer: The static pressure is 320 kilopascals.

Turn 3. 3.2 bar multiplied by one hundred equals 320 kPa.

4. 110

Coordinator: The difference between the pressure readings is 110 kilopascals.

Turn 4. 3.2 minus 2.1 equals 1.1 bar, or 110 kPa; this difference does not diagnose a cause.

[Return to the conversation., page 97](#)

Additional case 2 / Explanations

Extended conversation

1. storage volumes

Turn 2. The forty- and fifty-gallon figures describe tank storage, not the separate amounts delivered during the rated first hour.

2. first-hour rating

Turn 4. First-hour rating describes rated hot-water delivery during an hour beginning with a fully heated tank, including delivery supported by reheating during that hour.

3. double-count

Turn 6. The first-hour figure already reflects delivery from the initially heated tank and reheating; adding its stored volume again overstates the rated amount.

4. peak-hour target

Turn 8. The fictional target is sixty-six US gallons of hot water in the peak hour; A exceeds it by two and B falls short by four.

5. continuous delivery rate

Turn 10. A first-hour rating includes an initially heated tank; it does not promise that the same volume can be supplied in every later hour indefinitely.

6. comparison basis

Turn 12. The case supplies hot-water demand and comparable rating conditions; substituting mixed-water demand or different units would change the comparison.

[Return to the conversation, page 99](#)

Transfer exchange

1. D

Customer: Option D meets this numerical target.

Turn 1. D's first-hour rating is seventy-two, above seventy; C's fifty-eight is below the target.

Additional case 2 / Explanations / continued

2. 50

Estimator: That option's tank volume is 50 US gallons.

Turn 2. D stores fifty gallons; seventy-two is its first-hour delivery rating, not tank volume.

3. two

Customer: Its first-hour rating exceeds the target by two gallons.

Turn 3. Seventy-two minus seventy equals two gallons on the supplied rating basis.

4. unapproved

Estimator: Installation remains unapproved .

Turn 4. Meeting this numerical target does not complete a technical assessment or authorize installation.

[Return to the conversation, page 102](#)

Additional case 3 / Explanations

Extended conversation

1. horizontal run

Turn 2. The twelve-meter dimension is the horizontal run used in the supplied fall calculation; it is not a vertical drop or an unspecified sloping length.

2. gradient

Turn 4. A one-in-eighty fall is one divided by eighty, or 1.25 percent; it is neither eighty percent nor an angle of 1.25 degrees.

3. fall

Turn 6. The required fall is 0.150 m; subtracting it from upstream invert 50.300 m gives downstream invert 50.150 m.

4. invert level

Turn 8. Invert level is the elevation of the inside bottom of the pipe, distinct from the ground, pipe crown, centerline, or outside bottom.

5. datum

Turn 10. A common datum is the shared elevation reference needed to compare the two levels; unrelated references cannot be subtracted without reconciliation.

6. rise

Turn 12. 50.450 m is 0.150 m above 50.300 m, so that copied label rises downstream rather than showing the specified fall.

[Return to the conversation, page 104](#)

Transfer exchange

1. 150

Plumber: The fall over the run is 150 millimeters.

Turn 1. Nine divided by sixty equals 0.150 m, or 150 mm.

Additional case 3 / Explanations / continued

2. 12.650

Coordinator: The downstream invert is 12.650 meters.

Turn 2. Subtract the 0.150 m fall from upstream invert 12.800 m; adding would produce a rise.

3. 1.67

Plumber: The gradient is 1.67 percent to two decimal places.

Turn 3. One divided by sixty times one hundred equals 1.6667 percent, rounded to 1.67 percent.

4. inside bottom

Coordinator: Invert identifies the pipe's inside bottom .

Turn 4. Invert concerns the inside bottom elevation, not the ground surface, crown, or outside bottom.

[Return to the conversation., page 107](#)

Find a phrase by purpose

Identifying fixtures and service history

Offer two concrete choices: Do you mean the bathroom basin or the utility sink?

Confirm the premises: I have the location as Unit 3B.

Separate adjacent fixtures: The utility sink is beside it, but it is not the fixture you mean.

[Full phrase bank, page 7](#)

Clarifying pipe and component specifications

Acknowledge the concern: I understand why those two numbers look inconsistent.

Name the comparison: One is a nominal designation; the other is a measured outside diameter.

Explain nominal: Nominal size is a designation, not necessarily that measured diameter.

[Full phrase bank, page 17](#)

Reconciling fixture layouts and dimensions

State the layout reference: The layout measures from the finished wall face.

State the other reference: The cabinet drawing measures from the framing face.

Keep the endpoint: Both dimensions run to the basin centerline.

[Full phrase bank, page 29](#)

Describing moisture without diagnosing its source

Acknowledge the concern: I understand why you want to know whether it has stopped.

State the observation: The visible patch is dry during this visit.

Keep the time attached: That statement applies to what is visible now.

[Full phrase bank, page 39](#)

Find a phrase by purpose / continued

Explaining drainage and access terminology

Clarify the label: That symbol identifies an access panel, not an extra drain.

Explain the function: It provides access to the recorded cleanout.

Define the second term: A cleanout provides maintenance access to the drainage piping.

[Full phrase bank, page 51](#)

Coordinating interruptions and room access

Separate the appointment: The visit is booked for 09:00.

State the proposed window: The proposed interruption is 10:00-11:00.

Limit the area: The stated affected area is the east washroom only.

[Full phrase bank, page 61](#)

Pricing changes and restoration boundaries

State the original coverage: The estimate covers replacement of B1 with the specified model.

Identify the new request: You are now asking for a wall-hung vanity.

Clarify the allowance: The fixture allowance has the scope stated in this estimate.

[Full phrase bank, page 74](#)

Handing over plumbing records and follow-up

Acknowledge receipt: You have received the handover pack for B1.

Identify the mismatch: The care leaflet belongs to the previous model.

Keep the document specific: We need the leaflet for the current model.

[Full phrase bank, page 84](#)

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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. Plumbers, Pipefitters, and Steamfitters.

Occupational context for fixtures, project drawings, estimates, and coordination. No installation or repair procedures are reproduced. Source checked 10 October 2026.

<https://www.bls.gov/ooh/construction-and-extraction/plumbers-pipefitters-and-steamfitters.htm>

[2] Charlotte Pipe. ChemDrain Technical and Installation Manual.

Terminology reference distinguishing nominal size and outside diameter. The book gives no product sizing, compatibility, or installation decisions. Source checked 10 October 2026.

<https://www.charlottepipe.com/uploads/documents/technical/TM-CD.pdf>

[3] Oatey. Access Panels.

Background for describing access to concealed services. Examples do not specify compliant panel dimensions or approve enclosure changes. Source checked 10 October 2026.

<https://www.oatey.com/products/rough-products/access-panels>

[4] Kohler. Product Support.

Context for model identification, technical documents, care information, and warranty records. Fictional cases do not reproduce product instructions. Source checked 10 October 2026.

<https://www.kohler.com/en/support>

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-plumbers.html>

Precise descriptions. Clear agreements.

Eight practical conversations move from a first service call to a final handover: identify fixtures, compare component descriptions, reconcile drawing references, report moisture, explain access, coordinate interruptions, price changes, and close document gaps.

Identifying fixtures and service history

Water was noticed on the cabinet base at 07:00. This does not establish when it first appeared or which component caused it. Keep the fixture identity, observed location, and time together.

Clarifying pipe and component specifications

A nominal designation and an outside diameter are different kinds of information. Different numerical values alone do not establish an incorrect delivery. The relevant product series and manufacturer data must be identified.

Reconciling fixture layouts and dimensions

Both drawings use 450 millimeters, and both concern the basin centerline. The conflict is the origin: finished wall face versus framing face. The shared number does not remove that difference.

Describing moisture without diagnosing its source

Dry during the visit describes a surface and a time. It does not prove that no leak exists, that a previous leak has stopped, or that a particular concealed pipe caused the stain.

Precise descriptions. Clear agreements. / continued

Phil Stilwell

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English Ladder / English for Work / Revised 2026 edition

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