

Transcript – Collection of a bulky item

Council: Hello, Clintham Recycling Services. How can I help you?

Maria: Hello. I have got an old sofa. Can you collect it please?

Council: Yes. Is it a big or small sofa?

Maria: It is big and heavy.

Council: Ok. We can come tomorrow morning at 7.30 am.

Maria: Ok great.

Council: What's your name please?

Maria: My name is Maria Garcia.

Council: OK. What is your address?

Maria: I live at 78 Lamphill Road, Clintham. CT5 6SP.

Council: OK. what is your telephone number?

Maria: It's 01374 234472.

Council: Thank you. Please leave your sofa outside your house tomorrow morning.

Maria: OK. How much will it cost?

Council: It will cost £45

Maria: OK, that's fine. See you tomorrow

Council: Thank you then. Bye.

Maria: Bye