



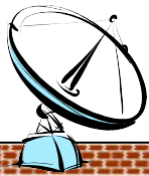
THE VIRGINIA
ADULT LEARNING
RESOURCE CENTER

Virginia Commonwealth University

Plumbing
Lesson One: Help! Call the Plumber

Student Handouts

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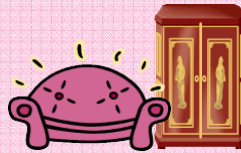
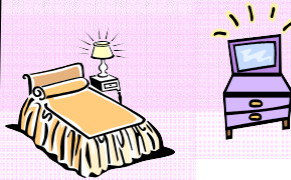


lavatory sink



commode

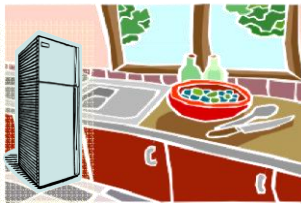
tub



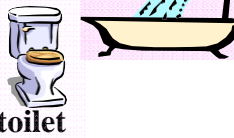
ice maker



dishwasher

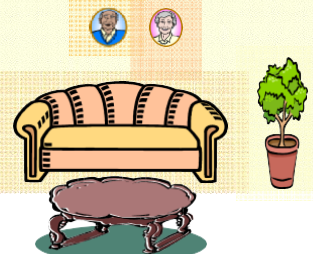


refrigerator

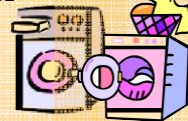


shower

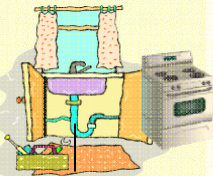
toilet



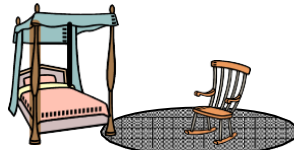
washing machine
washer



dryer



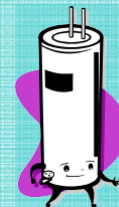
drain pipes



furnace

hot water heater

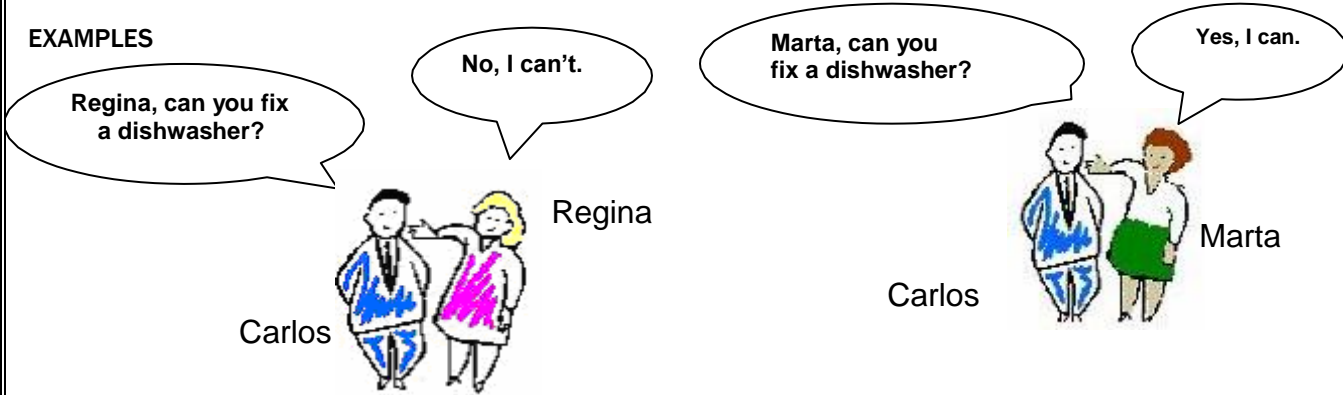
floor drain



Activity #2
CAN YOU DO THIS?
CLASS SURVEY

Walk around the room and ask your classmates to answer the questions about these house appliances and fixtures. Keep asking different classmates the question until you find a person who answers, "Yes, I can." Listen first to the examples.

EXAMPLES



YOU ASK

YOU REPORT

Ex. Can you fix a dishwasher?

1. Can you fix a food disposer?

2. Can you install a faucet?

3. Can you repair a toilet?

4. Can you fix a sink drain?

5. Can you install a washing machine?

6. Can you install a bath tub?

7. Can you fix a pipe?

8. Can you install a shower head?

9. Can you repair a kitchen sink?

10. Can you fix an ice maker?

Activity #3: Home Plumbing Problem Vocabulary

Handout A



Look at each picture below. Choose a word or phrase that best describes the problem you see in each picture. Write the missing letters to complete the words.

dripping
running
rusty

slow
blocked
broken

clogged
leaky
worn out

cracked
noisy
low

1. a d__ip__in__ faucet

a __ea__ faucet

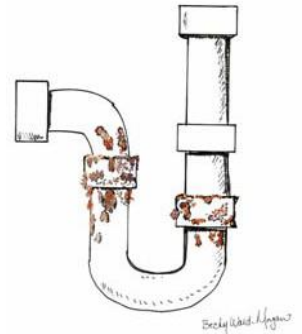


2. a c__og__d drain

a __lo__k__d drain

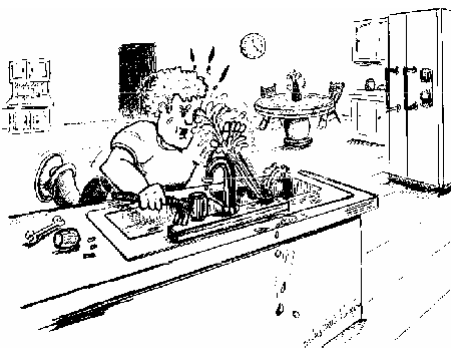


3. a r__ __ty pipe

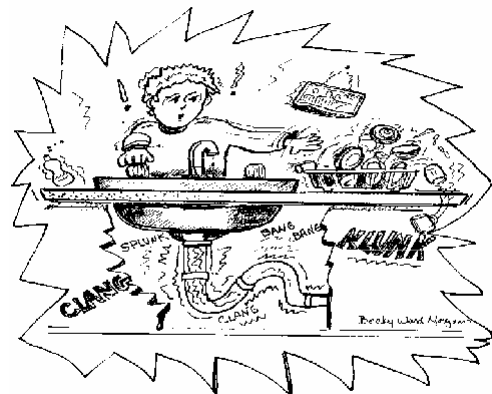


4. a b__ok__n part

a __or__o__t part



5. n__ __sy pipes



Activity #3: Home Plumbing Problem Vocabulary

Handout A



Look at each picture below. Choose a word or phrase that best describes the problem you see in each picture. Write the missing letters to complete the words.

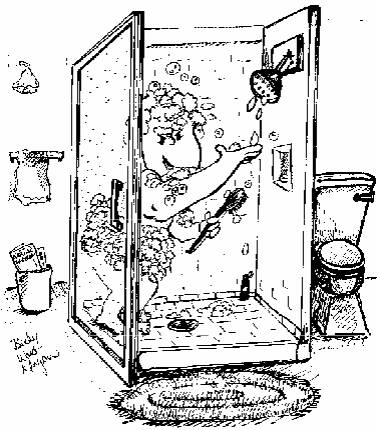
dripping
running
rusty

slow
blocked
broken

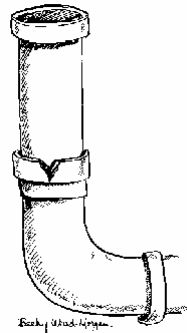
clogged
leaky
worn out

cracked
noisy
low

6. l__ _ water pressure



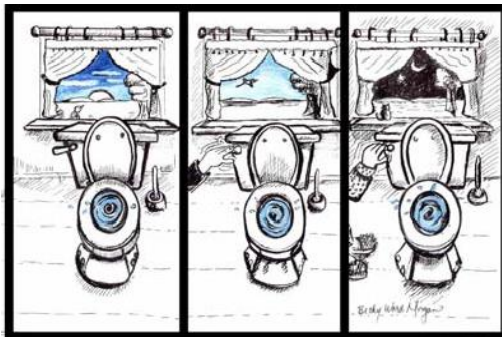
7. a cr__c__e__ pipe



8. a s__o__ drain



9. r__nn__ng toilet



10. no hot water

a br__ke__ water heater



Activity #3: Home Plumbing Problem Vocabulary

Handout B



Look at each picture below. Choose a word or phrase that best describes the problem you see in each picture. Write it on the line above the picture.

dripping	slow	clogged	cracked
running	blocked	leaky	noisy
rusty	broken	worn out	low

1. a _____ faucet

a _____ faucet

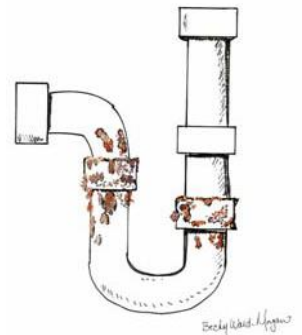


2. a _____ drain

a _____ drain

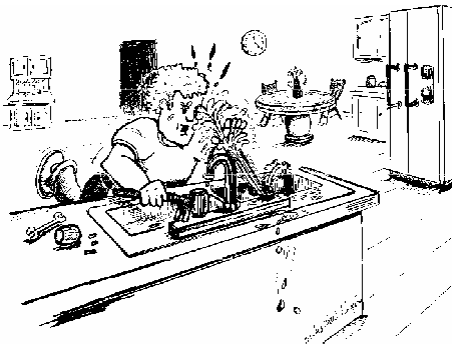


3. a _____ pipe



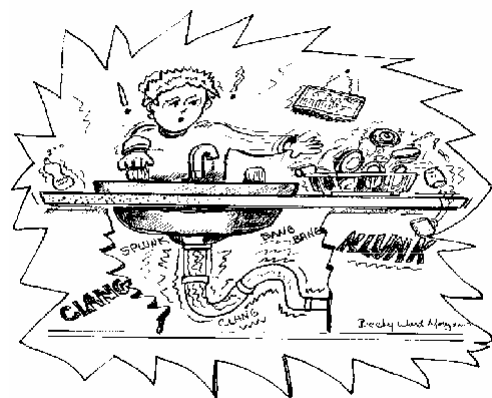
4. a _____ part

a _____ part



5. water hammer

_____ pipes



Activity #3: Home Plumbing Problem Vocabulary

Handout B



Look at each picture below. Choose a word or phrase that best describes the problem you see in each picture. Write it on the line above the picture.

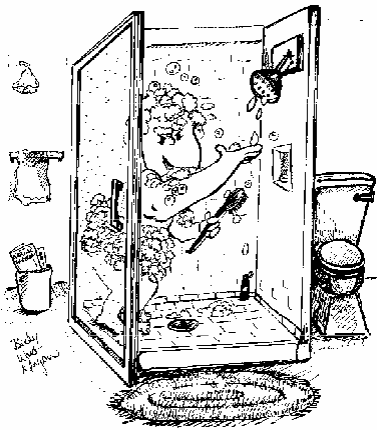
dripping
running
rusty

slow
blocked
broken

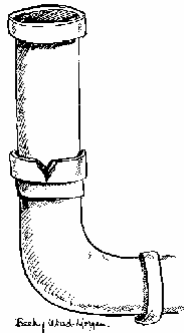
clogged
leaky
worn out

cracked
noisy
low

6. _____ water pressure



7. a _____ pipe

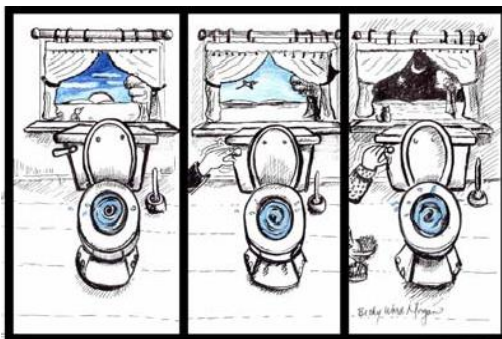


8. a _____ drain



10. no hot water

9. _____ toilet



a _____ water heater



Activity #4: Apartment Manager Call Scripts

Handout A

Apartment Manager Script #1A

Hello, this is _____ at Sunrise Apartments. We need a plumber to come out here today. We are having a lot of problems.

On the third floor, there is a clog in the bathroom sink.

The washing machine on the first floor has a leak.

There is a running toilet on the second floor.

On the first floor, there is a crack in the pipe under the kitchen sink.

There is a flood in the basement. I think the floor drain has a block.

Apartment Manager Call Script #2A

Hello, this is _____ at Sunrise Apartments. We need a plumber to come out here today. We are having a lot of problems.

In the basement, there is a leak in the washing machine.

On the first floor, there is a clog in the kitchen sink.

On the third floor, the pipes under the toilet are noisy.

On the third floor, there is low water pressure in the shower.

On the second floor, there is no hot water in the bathroom.

Activity #4: Apartment Manager Call Scripts

Handout B

Apartment Manager Script #1B

Hello, this is _____ at Sunrise Apartments. We need a plumber to come out here today. We are having a lot of problems.

There is a clogged sink in the bathroom on the third floor.

There is a leaky washer on the first floor.

The second floor bathroom has a running toilet.

On the first floor, the pipe under the kitchen sink is cracked.

The basement has 2 feet of water on the floor. The floor drain is blocked.

The ice maker on the third floor is dripping.

Apartment Manager Script #2B

Hello, this is _____ at Sunrise Apartments. We need a plumber to come out here today. We are having a lot of problems.

There is water under the third floor refrigerator. I don't know why it is leaking.

The faucet in the kitchen of the second floor apartment is dripping.

The pipes under the third floor lavatory sink are rusty.

The drain in the kitchen sink on the first floor is blocked. There is water all over the floor.

There is only a little water coming out of the third floor shower. It has very low water pressure.

The drain from the dishwasher is very slow. There is always a few inches of water in the bottom of the dishwasher.

Activity #4: Apartment Manager Call Scripts

Handout C

Apartment Manager Script #1C

Hello, this is _____ at Sunrise Apartments. We need a plumber to come out here today. We are having a lot of problems.

The bathroom sink on the third floor is clogged.

The washer on the first floor is leaking. The water is running from the laundry room floor into the bedroom.

The toilet on the second floor apartment is running.

On the first floor, the pipe under the kitchen sink is cracked.

There is 2 feet of water in the basement. I think the floor drain is blocked.

There is a leak in the second floor kitchen. Water is dripping from the ceiling in first floor family room.

Apartment Manager Script #2C

Hello, this is _____ at Sunrise Apartments. We need a plumber to come out here today. We are having a lot of problems.

The washer in the basement is leaking and the floor drain is very slow. Now there is water standing near the drain.

The faucet is dripping in the kitchen of the first floor apartment.

There is a water hammer in the pipes behind the toilet in the second floor apartment.

There is very low water pressure in the shower in the third floor bathroom. There are just a few drips coming out of the shower head.

The hot water in all of the apartments is too hot. I hope we don't need to install a new water heater.

Home Plumbing Problem Checklist

Appliance/Fixture	yes	no	Plumbing Problem
air conditioning system			
bathroom sink			
bathtub			
shower			
commode (toilet)			
dishwasher			
garbage disposer			
freezer			
hot water heater			
kitchen sinks			
food disposer			
refrigerator			
ice maker			
washing machine			
Whirlpool/ sauna			
basement floor drain			