

How do you write dialogue that sounds natural and engaging?

1. Read the following dialogue
2. Highlight words and expressions that you could use in another dialogue
3. What information is given in the dialogue? Record the customer's requests on a small diagram.
4. How does the dialogue begin and end?

Vanity sink dialogue

Boss: Hello, Mrs./Mr. _____. How are you doing today?

Client: Hi, _____. I'm _____, thank you. And you?

Boss: I'm doing very well, thank you. With me is our intern, _____, who will be helping on this project.

Intern: Hi, [name of client]. It's nice to meet you.

Boss: I understand you would like to design and build a vanity sink. [Intern name] has been researching different styles and materials used for vanity sinks. Before we get into the nitty gritty details, we have a few questions to ask you.

Client: Excellent! I'm looking forward to getting started.

Intern: Thank you again for setting some time aside to visit us today. As you know, there are many possibilities when creating a vanity sink; the most important being function, style, and material.

Let's start with function. Where would you like to place the vanity sink?

Client: I'm completely remodeling the bathroom and have designated a small area behind the bathtub to install a vanity sink.

Intern: Congratulations on starting the remodeling, it is always an exciting project. Do you happen to have the dimensions of the space you would like to install the vanity sink?

Client: Yes, it is 100cm wide 150cm deep. And I'd like the piece to be about 100cm tall.

Intern: Great, that gives us an idea of the parameters we'll be working with.

Boss: As [Intern name] mentioned, function is an important factor in design. How often do you plan on using the vanity sink?

Client: I forgot to mention that this will be for a secondary bathroom. So, it won't be used every day.

Intern: Would a few drawers under the sink be enough to keep things organized?

Client: That'd be perfect.

Boss: We could fit a small drawer up top and two larger drawers below. That would be enough space for toiletries, hand towels, hairdryer, etc.

Intern: Considering you are remodeling the bathroom, what style have you chosen?

Client: I have chosen a contemporary style, with white and light grey tiled floors and walls. I would like to use some natural wood to soften the room.

Intern: That sounds very nice and I think a wooden sink would go perfectly with that. Have you thought about the size and shape of the sink?

Client: Yes, I think a square sink will fit best in the chosen space. It would be nice if it ran right up to the walls, but I would like to keep some space on each side of the drawers.

Intern: And what about the material?

Client: I'd like the drawers to be white to match the floor and the sink to be a light-colored wood.

Boss: I think a solid piece of wood about 10cm thick with a shallow square basin would fit perfectly. We could even use two types of wood if you would like to add contrast, such as oak for the top layer of the sink and mahogany for the bottom base layer.

Client: I hadn't thought of that, but I'm interested to see how it would look.

Intern: So, I think we have enough for a blueprint for your vanity sink. We are looking at a two-tone wooden basin measuring 100cm in length to reach from wall-to-wall and sitting atop a white, wooden stand about 10cm less on each side with one small drawer and two larger ones.

Client: Oh! I would also like the foot of the stand to come in a little bit and align with the drawers.

Boss: Got it! We have a good idea of how you would like the vanity sink to look. We will render a few possibilities along with the cost of materials and manual labor.

Client: That sounds great. When will you have them ready?

Boss: [Intern name] and I will get started today on drawing up a few images and list the selection of materials and we will send them to you by the end of the week. Once you have decided on the materials, we will place the order and then assemble the vanity sink on site. All in all, it will be about 2-3 weeks.

Client: Great! Thank you for all your help and recommendations. It will really bring the room altogether.

Intern: Thank you for coming to us to help you realize this project.

Boss: We will be in touch soon with the images and more information.