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In addition to being a business professor, I have a landscaping business. A few months ago, a client hired me to repair some of his broken sprinklers in his front yard. I went over to his house to survey which sprinklers needed repair. I also discovered that he had some broken water lines under the ground. Based on my analysis of his yard, I concluded that it would take me six hours of labor to repair 6 broken sprinklers and to replace 3 different broken water lines under the ground. Therefore, I wrote him an estimate that it would cost \$335, including labor and parts. He signed the invoice and agreed on the price for the job.

Two days later, I went back to the client's house to complete the work. I repaired the six broken sprinklers and the three broken water lines. As expected, it took me about six hours to complete the job.

As I was gathering my tools, the client asked me if I could check on his sprinkler timer in the backyard. I went into the backyard to check on his timer, but it would not turn on. I discovered that one of the electrical lines was disconnected, so I was reconnected it. I decided to test the timer, so I turned it on.

While it was on, I discovered that the client had three more broken sprinklers. He asked if I would repair them, which I did. However, we had not made any new agreement, so I ended up repairing the three sprinklers in the backyard for no extra cost.

To sum up, this project took one additional hour that I had not anticipated. Moreover, the project got bigger than what I thought after I repaired the timer and the three sprinklers in the backyard. I should have reminded the client what he had agreed upon initially when he asked me to go into the backyard. Doing that would have given me better control of the project.