

EFL Role-plays

NO SWEAT!

Role-plays
for busy
teachers!



*No Sweat! EFL Role-plays
by I Talk You Talk Press*

No Sweat! EFL Role-plays
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To the teacher

Thank you for downloading this book of role-plays. Throughout our years of teaching, we have developed and adapted many kinds of role-plays for EFL class use. This book contains 50 of those that have been used successfully in EFL classrooms in Japan.

We believe that conversation-based EFL lessons should be fun for the students and easy to plan for. EFL teachers often have tough schedules, in many cases designed by administration staff who do not always take into account the effort and time it takes to consistently come up with fun, interesting and educational lessons that students and employers demand.

The aim of our No Sweat! series is to reduce your workload while at the same time enabling you to give high-quality lessons.

The role-plays in this book can be used as part of your lessons to practice target language or to practice dealing with and responding to a wide range of situations. There are some bizarre situations too, designed to push your students' language usage and creativity to its limits. We encourage you to adapt the role plays as you like, and hope they give you ideas for developing your own materials.

If you have any comments or suggestions, we would love to hear from you.

If you and your students enjoyed using this book, you may also like our photocopiable No Sweat! Activities and No Sweat! Quizzes and Surveys

More free learning resources are available on our free resource site
www.italk-youtalk.com

For information on our graded readers, please visit www.italkyoutalk.com

The I Talk You Talk Press team

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1. Agony aunt

Category: Advice

Level: High beginner +

Target: Asking for advice, talking about a problem, giving advice

No. of students: 2

Choose the cards below to match your students' level.

A: You are an agony aunt. Your partner has a problem. Find out the details of the problem and try to give him/her some advice.

B: You have just moved to a new town, but you have no friends. You would like to make some new friends. Ask the agony aunt for advice. (Extra information: You work at nights and you are very tired in the mornings. In the afternoons you sleep. You work every night except Tuesdays. You are shy and don't like going to parties.)

B: You feel that your English is not improving. Ask the agony aunt for advice about improving your English. (Extra information: You don't have much money so you can't study abroad or buy new textbooks. You work every day and in the evenings you are too tired to study.)

B: You are always arguing with your boyfriend/girlfriend. You love your partner and want to stay with him/her forever, but you can't stop arguing with each other. Ask the agony aunt for advice.

B: You have been looking for a job for 6 months. You have been to 10 interviews, but you failed to get the job each time. Ask the agony aunt for advice about jobs and interviews.

2. You eat what?!

Category: Advice

Level: High Beginner +

Target: Asking for advice, talking about a problem, giving advice

No. of students: 2

A: You are a dietician. You give advice to people about healthy eating. A new patient comes to see you for advice. Ask questions about his/her eating habits, exercise, smoking and drinking etc., and give some advice about how to become healthier.

B: You want to be healthier, so you visit a dietician for some advice. Tell the dietician about your diet and lifestyle.

Extra Information:

*You eat fast food 5 times a week. You especially like McDonalds.

*You don't like vegetables. (But you like fried onion rings).

*You love chocolate, and if you don't eat chocolate every day you feel dizzy.

*You eat a fried egg on toast every morning and drink three cups of coffee before you go to work.

*You have a stressful job so you smoke 20 cigarettes a day and enjoy drinking beer every night to help you relax.

*You don't have time to exercise and you drive to work every day.

3. Asking for ANOTHER loan

Category: Bank

Level: Advanced

Target: Dealing with customers, convincing, negotiating

No. of students: 2

A: You have already had five loans from your bank, and you haven't finished paying them back yet. However, you need to take out another loan because your daughter wants to go to university this year. Ask your bank manager to give you another loan. If you can't get a loan, your daughter can't go to university.

B: One of your customers wants another bank loan. He/She has already taken out five loans and has not finished paying them back. You do not want to give him/her another loan.

4. What do you mean my account is empty?

Category: Bank

Level: Intermediate/Advanced

Target: Complaining, dealing with customers, convincing, negotiating

No. of students: 2

A: You go to your bank to withdraw £1000 to pay for your holiday next month. The cashier tells you that there is no money in your account!! You know there is definitely £2000 in your account. You put the money in last month! You are very annoyed...

B: You work at a bank. A customer tries to withdraw £1000 from his/her account, but the account is empty! The customer withdrew all £2000 from their account last week! You have the bank records as proof.

5. Financial Planner

Category: Bank

Level: Advanced

Target: Asking for advice, talking about a problem, giving advice

Suggested language: should, must, had better, have to

No. of students: 2

A: You are a financial planner. A new customer visits your office and asks you for advice. Find out about the person's financial situation and give advice based on the answers.

B: You are in debt. You want to get out of debt and start planning financially for your future so you go to see a financial planner for advice.

Extra information:

*Your annual salary is £25,000.

*You rent a flat for £400 a month.

*You have credit card bills of £10,000.

*You are still paying off your university debts of £10,000.

*You are a shopaholic. When you feel stressed you want to buy something. You especially like shopping for clothes.

*You couldn't pay your rent last month because you bought a pair of shoes for £300. You had a very bad week and buying the shoes made you feel good! Now your landlord is angry with you and is threatening to throw you out of the flat.

6. Alien!

Category: Bizarre

Level: Advanced

Target: Non-verbal communication

No. of students: 2

A: You are an alien from Mars. You were on your way to earth when your spaceship exploded. You were thrown from the ship and fell through the roof of a house on planet Earth. You are hungry, thirsty, and very tired. You really want to get back to Mars, but don't know how to get back. You notice a human in the room with you. Maybe he/she can help? Explain your problems and try to get the human being to help you get back to Mars. (*There is one problem – you can't speak English!)

B: You were in bed one night, when suddenly you heard a very loud noise on your roof, and then an alien crashed through your ceiling!! The alien is trying to communicate with you. Try to help him/her!

7. I've turned into a man!

Category: Bizarre

Level: Advanced

Target: Convincing, unreal situations to push ability

No. of students: 2

A: You are a woman, but this morning you woke up and realized that you had turned into a man! Your husband woke up and started screaming! Try to convince him that it is *you*, his wife, and not a strange man in his bed!

B: You went to bed with your wife by your side last night, but you have just woken up and found that in place of your wife, there is a man in your bed! Who is he, and where is your wife?!

8. Pink elephant

Category: Bizarre

Level: Advanced

Target: Convincing, unreal situations to push ability

No. of students: 2

A: You are looking out of the window and see a huge pink elephant flying through the sky! Tell your friend to come and look!

B: Your friend is looking out of the window and starts to get very excited. You look out of the window but you cannot see anything strange. There is nothing in the sky, only clouds...

9. Wrong bus!

Category: Bus

Level: Intermediate +

Target: Persuading, polite questions

No. of students: 2

A: You are travelling by long-distance bus to a very important examination. You have been travelling for one hour when you realize you are on the wrong bus and are traveling in the wrong direction! You must get the driver to take you back or you will miss the examination!!

B: You are a long-distance bus driver. You have been driving for an hour when suddenly one of your passengers tells you they have got on the wrong bus! You think the passenger is at fault, and there is nothing that you can do.

10. Car problems

Category: Car

Level: Intermediate +

Target: Making excuses, persuading, complaining

No. of students: 2

A: You are a car mechanic. You have had a long day and are about to go home, when suddenly a very angry customer comes into your garage. You spent a long time servicing the customer's car today and you think you did a great job. The customer doesn't seem to take good care of the car, so it took 7 hours. You even cleaned it inside and out because it was so dirty! The customer picked up the car a few hours ago and seemed really pleased...

B: You took your car to the garage for a service yesterday and picked it up a few hours ago. As you were driving home a tyre fell off and smoke came from under the bonnet! *And*, the inside of the boot has been painted pink! You are very angry. Go back to the car garage to try to get your money back from the mechanic.

11. It wasn't MY fault!

Category: Car

Level: Intermediate +

Target: Making excuses, persuading, gathering information

No. of students: 3

A: You were driving along the road at a constant speed when suddenly the car behind hit you! The police come, and the police officer is asking you both questions. The accident wasn't your fault!

B: You were driving along the road when suddenly the car in front of you slammed the brakes on suddenly and you hit the back of the car! Now, a police officer is asking you both questions. The accident wasn't your fault!

C: You are a police officer and you are at the scene of a car accident. Ask the two drivers what happened, find out who is at fault and take action.

12. You crashed your best friend's Ferrari!

Category: Car

Level: Intermediate +

Target: Apologizing, making excuses

No. of students: 2

A: Your best friend lent you his/her Ferrari so you could your friends out last night. However, you got carried away and drove it very fast through the streets and crashed into a lamp post! No-one was injured, but the front of the car is completely ruined...It is morning and you have just driven the car to your friend's house to give it back.

B: You lent your friend your Ferrari last night, and he/she has just brought it back to your house. It is completely ruined! He/She has crashed it!! You are so angry!

13. What is in your suitcase?

Category: Customs

Level: Intermediate +

Target: Getting through customs, making excuses, accusations

No. of students: 2

A: You have just arrived in a foreign country and are going through customs. Tell the customs official that you have nothing to declare. (You are in a hurry. You have to get to a meeting and don't have time to stop!)

B: You are a customs official at an airport. A passenger tells you he/she has nothing to declare. You decide to check his/her suitcase. Ask the passenger to open the suitcase.

(* When he/she opens the suitcase you see 3 bottles of gin, 5 bottles of whiskey, 4 bottles of wine, 500 cigarettes, and 10 boxes of perfume!)

14. Getting around on the Underground

Category: Directions

Level: High Beginner +

Target: Giving information, listening to and responding to information

No. of students: 2+

This lesson uses the London Underground, but you can use any subway system for which you have a map.

A: You have just arrived at _____ Station. You want to go to _____. Ask a station officer which line you should take and to which stop.

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A: You have just arrived at _____ Station. You want to go to _____. Ask a station officer which line you should take and to which stop.

B: You are a station officer on the London Underground. Someone stops you to ask for directions. Do your best to help.

The map can be downloaded from the following site.
<http://www.tfl.gov.uk/assets/downloads/standard-tube-map.pdf>

You could also use bus routes depending on your lesson focus.

Downloadable PDF maps can be found here.

<http://www.tfl.gov.uk/tfl/gettingaround/maps/buses/>

(Please be aware that these links may change.)

15. Where am I?

Category: Directions

Level: Intermediate +

Target: Giving information, listening to and responding to information

No. of students: 3

You can base this activity on the town/city where the school is, or somewhere that is well known to all students. Write the name of the place in the blanks. If your class numbers are small, it is more realistic to take the students out onto the street and have them practice there!

A: You have just arrived in _____. It is your first time here and you want to go to _____ but you don't have a map.

Ask a passer-by for help.

A: You have just arrived in _____. It is your first time here and you want to go to _____ but you don't have a map.

Ask a passer-by for help.

A: You have just arrived in _____. It is your first time here and you want to go to _____ but you don't have a map.

Ask a passer-by for help.

A: You have just arrived in _____. It is your first time here and you want to go to _____ but you don't have a map.

Ask a passer-by for help.

B: You are walking down the street when someone stops you to ask for directions. Do your best to help the person.

16. But I need to get home!

Category: Flights

Level: High Beginner +

Target: Persuading, negotiating, dealing with customers

No. of students: 2

A: You have to get back to your home country for your sister's wedding tomorrow. However, you arrive at the airport and find that your flight has been cancelled and that there are no more flights for two days! You have to leave today or you will miss the wedding! Ask the airline counter staff to put you on a different flight. Don't give up!

B: You work at an airport. Some of your airline's flights have been cancelled and they won't be flying for another two days. One of the passengers has to leave today, but unfortunately all the other flights are fully booked. There is nothing you can do. Try to explain the situation as politely and firmly as possible to the passenger. (*You have to think of the reason for the cancellations.)

17. Fortune Teller

Category: Future

Level: Intermediate +

Target: Future tenses

No. of students: 2

The 'fortune teller' places the cards face down and asks the other student to choose a card. He/She then tells the other student's fortune. (Allow a minute or so for preparation.)

When the activity has finished, you can get the students to tell the class about their fortunes.

A: You want to know what will happen next year, so you go to see a fortune teller. Ask the fortune teller many questions about what he/she says!

B: You are a fortune teller. Ask your client to choose a card. (Don't show the client the information on the card.) Use the information on that card to tell the client's fortune. * The information on the card will help you, but don't just read the information as it is written. You have to imagine lots of extra details!

<p style="text-align: center;">Fortune Card A</p> <p>Work: ♦♦♦☆☆</p> <p>Health: ♦♦♦♦☆</p> <p>Love: ♦☆☆☆☆</p> <p>Money: ♦♦♦♦☆</p> <p>A man in a red car will bring some good news...</p>	<p style="text-align: center;">Fortune Card B</p> <p>Work: ☆☆☆☆☆</p> <p>Health: ♦♦♦☆☆</p> <p>Love: ♦♦♦♦♦</p> <p>Money: ♦☆☆☆☆</p> <p>The answer to a problem will be found in the mountains...</p>
<p style="text-align: center;">Fortune Card C</p> <p>Work: ♦♦♦♦♦</p> <p>Health: ♦♦♦♦♦</p> <p>Love: ♦♦☆☆☆</p> <p>Money: ☆☆☆☆☆</p> <p>A letter from overseas will excite you...</p>	<p style="text-align: center;">Fortune Card D</p> <p>Work: ♦♦☆☆☆</p> <p>Health: ♦♦♦♦☆</p> <p>Love: ☆☆☆☆☆</p> <p>Money: ♦♦♦♦♦</p> <p>You will find something special on the night of a full moon...</p>

18. What have you done to my hair?!

Category: Hairdressers

Level: Intermediate +

Target: Complaining, making excuses, apologizing

No. of students: 2

A: You are going to your friend's wedding tomorrow so you have gone to the hairdresser's to get your hair cut and dyed brown. Your regular hairdresser is off today, so another hairdresser has cut and coloured your hair. Now he/she has dried your hair and your hair has turned green and it is far too short!!
(You start the conversation.)

B: You are a hairdresser and have just cut and coloured a person's hair. She asked you to cut her hair short, so you cut off 10 cm. She wanted her hair dyed brown, but now that you have dried her hair, it has turned green!!
(The other person will start the conversation.)

19. Booking a holiday

Category: Holidays

Level: Intermediate +

Target: Making/taking bookings

No. of students: 2

A: You go to a travel agency to book a holiday for you and your family. You want to go somewhere with nice weather but not too hot. You want to go the first week in August. You have a budget of £2000.

B: You are a travel agent. A customer wants to book a holiday. Ask the customer for more information (destination, time, budget, number of people etc.) *Extra information: You want to sell a package holiday which costs over £2500.

20. But I can't stand hot weather!

Category: Holidays

Level: Intermediate +

Target: Complaining, making excuses, apologizing, preferences

No. of students: 2

A: You and your husband are planning your summer holidays. You like hot weather and want to spend the holiday sunbathing on a beach. Yesterday, as you were walking past a travel agency, you saw a special deal offering 50% off a beach holiday in Hawaii, so you booked it and paid! Now you have to tell your husband that you already arranged the holiday without asking him first! (Your partner will start the conversation.)

B: You and your wife are planning your summer holidays. You hate hot weather and want to go somewhere that is cool. You don't like beach holidays. You enjoy cities and museums. You want to book the holiday next week. (You start the conversation.)

21. Hypochondriac

Category: Hospitals

Level: Intermediate +

Target: Persuading, medical terms, describing problems

No. of students: 2

A: You are a very busy doctor in a very busy hospital. One of your patients is very healthy, but always worries about getting sick! The patient comes in nearly every day asking for medicine, or more tests. The patient is a hypochondriac! You have to convince the patient that he/she is healthy and does not need any medicine or tests! And you are very, very busy...

B: You go to the hospital nearly every day. The doctor always tells you that you are healthy, but you don't think so! Your head hurts, your stomach hurts, and you have been feeling dizzy since last week, but the doctor hasn't given you any medicine, or done any tests! And this morning, your little finger and thumb have started hurting. And your nose is itchy...Now you are with your doctor. You need some medicine!

22. Booking a room

Category: Hotel

Level: High beginner +

Target: Making/taking bookings

No. of students: 2

A: You call a hotel to make a booking. You want a single room (smoking) for May 1st and 2nd. Ask about the availability, prices and services.
(You start the conversation.)

B: You work at a hotel. You take a call from someone who wants to make a booking. Ask for the following information: number of people, dates, number of nights, breakfast included or not included, and tell him/her the availability and prices. *Extra information – all the rooms at the hotel are non-smoking.
(Your partner will call you. Answer the phone.)

23. No reservation

Category: Hotel

Level: High beginner +

Target: Making/taking bookings

No. of students: 2

A: You have just arrived in New York after a long flight and taken a taxi to the hotel which you booked and paid for over the internet last week. Go to the front desk and check-in.

B: You work in a large hotel in New York. A guest arrives to check in. Ask the guest for their name. *Extra information: You search the computer but there is no reservation for this person! There has been a mistake! And all the rooms in the hotel are now full!

24. Desperate estate agent

Category: House

Level: Intermediate +

Target: Making observations, housing vocabulary, making excuses, persuasion

No. of students: 2

A: You are looking for a new house to buy. An estate agent is showing you around a house. The estate agent is saying that the house is very good, but you are not so sure...You notice many problems, for example, there are water stains on the ceiling, there are wires hanging out of the walls, the floorboards and uneven...and it is too expensive. (*You notice many other problems too!)

B: You are an estate agent. You are showing a potential buyer around a house that you MUST sell today. Your sales record has been very low this month, and if you don't sell this house today, your boss might fire you! Do your best to sell the house to this person.

25. Lazy landlord

Category: House

Level: Intermediate +

Target: Complaining, house vocabulary, making excuses.

No. of students: 2

A: You are renting a house. Recently, there have been many problems with the house - the doorbell doesn't work, the roof in the bedroom is leaking, and there has been no water since yesterday! There are also some other problems. You have been asking your landlord to fix these problems for a long time, but he hasn't fixed any of them! Call him again and demand that he fixes them!

B: You are a landlord. One of your tenants has been asking you to fix some problems in the house for a long time, but you have been so busy! You have many other houses that also have problems, and you haven't had time to help this tenant. Now he/she calls you.

26. Whoops! Wrong one!

Category: House

Level: High beginner +

Target: Complaining, persuading, making excuses

No. of students: 2/3

Part C is optional.

A: You live alone. You have just arrived back home after a night out drinking with your friends. You are very drunk. You look in your pocket but your key isn't there! You have lost your key! You notice that the bedroom window is open, so you get a ladder from your garage and climb through the window. Suddenly a woman who is sleeping in your bed starts screaming! Who is she?! Why is she in your bedroom!? Why is she in your house!? Call the police!

B: You are in bed enjoying a nice relaxing sleep when a noise at the window wakes you up. You open your eyes and see your neighbour from next door climbing through the window! He looks drunk.... You scream! Why is he climbing through your window?!

C: You are a police officer. A man calls you to say there is a woman in his house. You go to investigate. (*Wait for the man to call you.)

27. Job interview

Category: Interview

Level: Intermediate +

Target: Interviewing, questioning

No. of students: 2 +

A: You have applied for a job as an English tour guide. The job involves showing tourists from overseas around your hometown. The interview is today. You are very nervous because you have never had an interview in English before. Knock on the door... (*You have to answer the interviewer's questions and also ask some questions about the job.)

B: You are the director of a tour guide company. Today you are interviewing an applicant for an English-speaking tour guide position. The job will involve showing around tourists from overseas in the applicant's hometown. Ask the applicant many questions to see if they are suitable for the job or not. When you have finished, make your decision!

You could have two students apply for the job and then have the director pick one. (This might not go down very well with overly sensitive students, so use your discretion!)

28. International post

Category: Post office

Level: Beginner +

Target: Sending post, dealing with customers

No. of students: 2

A: You live abroad and want to send a parcel of presents to your friend back in your home country. At the post office ask how much it will cost and how long it will take. Also, the present is quite expensive, so ask about recorded-delivery services and insurance.

B: You work in a post office. A customer from overseas wants to send a parcel to their home country. Find out what is in it, how heavy it is, and answer the customer's questions.

29. Arranging to meet

Category: Relationships

Level: Beginner +

Target: Making arrangements, telephone

No. of students: 2

A: You and your friend are going to the cinema tomorrow. Call your friend and arrange a time and a place to meet. (You start the conversation.)

B: You and your friend are going to the cinema tomorrow. Your friend calls you to arrange a time and a place to meet. (Your partner will start the conversation.)

30. Breaking up

Category: Relationships

Level: Intermediate +

Target: Expressing feelings, breaking bad news

No. of students: 2

A: You and your partner have been dating for 5 years. You want to get married, so you decide to propose. Now you are with your partner. (You start the conversation.)

B: You and your partner have been dating for 5 years. However, you are not happy in the relationship. Actually, you like someone else. You want to break up with your partner. Your partner called you before and asked to meet you tonight. You think tonight is a good time to tell your partner that your relationship is over. Go to the meeting place. (Your partner will start the conversation.)

31. But I want to marry him dad!

Category: Relationships

Level: Intermediate +

Target: Expressing feelings, convincing

No. of students: 2/3

Part 3 is optional.

A: You want to marry your boyfriend, but there is a problem. Your father doesn't like him. Your father wants you to marry his friend's son, but you don't want to marry him because you think he is boring and you love your boyfriend! You have to convince your father that your boyfriend is a nice person and that he should let you get married. (You start the conversation.)

B: Your daughter wants to marry her boyfriend, but you don't like him. He doesn't work hard and likes to gamble a lot. You don't think he is suitable for your daughter. You would like your daughter to marry your friend's son, who is a tax accountant.

C: You want to marry your girlfriend, but her father doesn't like you! Now you are with your girlfriend and her father. Try to convince her father that you are a good person and will look after his daughter.

32. Can't we keep him?

Category: Relationships

Level: Intermediate +

Target: Expressing feelings, convincing

No. of students: 2

A: On your way home from school today you found a little puppy crying by the side of the road. You decided to take the puppy home. Try to convince your parents that you should keep the dog. Promise that you will take the dog for walks and look after it! (Your partner will start the conversation.)

B: Your child came home from school today with a little puppy. The puppy is very cute but you don't want a dog! Everyone in the family works so there will be no-one in the house to take the dog for walks during the day. You don't have the time or the money to take care of a dog. And you know that your child will soon get bored and not take care of it... (You start the conversation.)

33. First date...where's my wallet?

Category: Relationships

Level: Intermediate +

Target: Apologizing, awkward/embarrassing situations

No. of students: 2/3

Optional: A third student can play the waiter/waitress.

A: You are on a first date at a very expensive restaurant. You had a very nice time and hope that you impressed your new friend! You have eaten and drunk a lot and the total bill is \$200! You have decided to split the bill between you. You reach for your wallet, but your wallet isn't in your pocket! You have forgotten to bring it! What are you going to do!?! (You start the conversation.)

B: You are on a first date at a very expensive restaurant. You had a very nice time. You have eaten and drunk a lot and the total bill is \$200! You have decided to split the bill between you. You brought \$150 with you. You put your \$100 on the table, but your partner hasn't put their money on the table yet... (Your partner will start the conversation.)

34. Lazy husband

Category: Relationships

Level: Intermediate +

Target: Discussing, convincing, expressing feelings

No. of students: 2

A: You are a very busy career woman and mother. When you come home from work you have to cook dinner, do the washing up and take care of the children. On weekends you spend most of the time doing housework. Your husband never helps you! Complain to your husband. Tell him he must start helping you or else... (*You start the conversation.)

B: You have a very stressful job. You work hard every day, and usually you don't get home until after 9:00pm. You are very tired when you get home and just want to sit in front of the TV relaxing. The weekends are your only time to relax, and you like to go out and play golf. When you have time, you do the gardening, play with the children, do the cleaning and put the rubbish out. But now, your wife is angry! She says that you don't help with the housework! That is not true! You always do what you can! (* Your partner will start the conversation.)

35. Noisy neighbour

Category: Relationships

Level: Intermediate +

Target: Complaining, expressing feelings, convincing

No. of students: 2

A: It is 3:00am. You have a very important meeting at 9:00am, so you need to get a good night's sleep. However, you can't sleep because your next-door neighbour is having a party. Your neighbour always makes a lot of noise, but tonight is especially bad. You are really annoyed. Go next-door and demand that they stop the party!

B: It is 3:00am. You are having a birthday party at your house. Twenty people are at the party and everyone is drinking and having fun! The party will continue until 7:00am because you have a day-off tomorrow. You look out of the window and see your next-door neighbour standing outside your house. Your neighbour is always complaining about you. You think your neighbour needs to learn to have fun and enjoy life! Tell him/her that you are not going to stop the party!

36. Please let me study abroad

Category: Relationships

Level: Intermediate +

Target: Expressing feelings, convincing

No. of students: 3

A: You are a high school student. You want to study English abroad for a year. You think it would be good for your future and also an interesting experience. Now you are talking to your parents. You have to try to convince them to let you study abroad. Don't give up! (You start the conversation.)

B: Your daughter is in high school. She wants to study abroad for a year. You don't think it is a good idea. You think that your daughter is making an excuse not to go to her school for a year, and you think that if she goes abroad she won't study hard. You don't want her to go. Now you are talking about it with your husband and daughter. (Your partner will start the conversation.)

C: Your daughter is in high school. She wants to study abroad for a year. You think it is a good idea. If she studies abroad, she will be able to experience many things and become broad minded. You think it will be very good for her future. Now you are talking about it with your wife and daughter. (Your partner will start the conversation.)

37. Where were you?

Category: Relationships

Level: Intermediate +

Target: Making excuses, expressing feelings, complaining

No. of students: 3

A: You had a first date arranged for yesterday. You were very excited. You went to the meeting place at the arranged time of 7:00pm. You waited and waited and waited, but your date didn't turn up! You tried calling, but his/her mobile phone was turned off. You waited for two hours in the cold rain, and now you have a bad cold. You are very angry. Call the person and ask why he/she didn't come. (Extra information: Your best friend called you this morning to say that they saw your date in a bar with another person last night at 8:00, but listen to their excuse first!)

B: You had a first date arranged yesterday, but you didn't go! You have to make an excuse about why you didn't go.

38. I didn't order this!

Category: Restaurants

Level: Beginner +

Target: Complaining, dealing with customers

No. of students: 2

A: You are in a restaurant. You have just ordered some cheese and tomato pasta and garlic bread. However, the waiter has just brought you a ham and cheese sandwich and salad! You didn't order this! (You start the conversation.)

B: You work in a restaurant. A customer ordered a ham and cheese sandwich and salad. Take the dishes out to the customer. (Your partner will start the conversation.)

39. Ordering

Category: Restaurants

Level: Beginner

Target: Ordering, taking orders

No. of students: 2

A: You are at a restaurant. Order something to eat and drink from the menu below.

B: You are a waiter. Take your customer's order.

Menu

Main dishes

Chicken pie with peas*

Lasagne*

Steak & kidney pie*

Juicy hamburger*

All £8

Salads

Green salad

Tomato salad

Spicy salad

All £5

* These dishes are served with your choice of chips or boiled potatoes.

Desserts

Ice-cream (Vanilla, chocolate)

Chocolate gateaux

Apple pie & custard

All £4

Side Dishes

Chips

Fish fingers

Onion rings

Garlic bread

French bread

All £5

Drinks

Beer (pint) £3

Wine (Red/white/rose) £3

Cocktails (Ask for details)

£4

Cola

Orange juice

Apple juice

Mineral water

All £2

40. The bill is too high!

Category: Relationships

Level: Intermediate +

Target: Convincing, complaining, negotiating, dealing with customers

No. of students: 3

A: You are in a restaurant and you and your friend have just enjoyed a meal and a few beers. Your waiter has just brought you the bill. It is over \$300!! You and your friend didn't eat or drink THAT much! There must have been a mistake. You will NOT pay that much. (You start the conversation.)

B: You work in a restaurant. You have just given the bill to two customers. It is \$300. They drank a lot of beer and other drinks while eating their meal and now they are very drunk. They say they did NOT have \$300 worth of food and drink. You know that they DID! (Your partner will start the conversation.)

41. Discounts

Category: Shopping

Level: Intermediate +

Target: Negotiating

No. of students: 2

A: You want to buy a used car. You find a car advertised in the classified section of the newspaper and go to see it. It looks really good, but it is a little expensive. Try and get the seller to lower the price. You really want the car but can't afford to pay the price as it is now!

B: You have advertised your car for sale in the newspaper, and a potential buyer has come to look at it. He/She seems very interested in it. You think that the price you have set is very low, and don't want to sell it for less than the asking price. However, you really want to sell it very quickly, and so far, no-one else is interested in buying your car...

42. Do you have my size?

Category: Shopping

Level: High beginner +

Target: Describing, dealing with customers, giving advice

No. of students: 2

A: You are in a clothes shop. You want to buy some clothes, but you don't know which clothes will suit you. Also, you can't see your size on the racks! Ask the shop assistant for help in choosing your clothes and looking for your size. (Your partner will start the conversation.)

B: You are a shop assistant. A customer needs some help choosing some clothes and finding the correct size. Help him/her to find the right size and choose some clothes. Find out what colour and style the customer likes and give advice about what colour or style is best for him/her. (You start the conversation.)

43. Taking something back

Category: Shopping

Level: Intermediate +

Target: Negotiating, dealing with customers

No. of students: 2

A: You bought a CD player at an electronics shop yesterday, but when you tried it at home, it didn't work! You read all the instructions twice, but it still didn't make a sound! Take it back to the shop and exchange it for a new one or get your money back.

B: You work in an electronics shop. Yesterday a customer bought a CD player from your shop. The customer has brought it back, saying that it doesn't work. However, when you try it in the shop, it DOES work... Explain to the customer politely that the problem is not the CD player...This is the last CD player you have and you don't want to give the customer a refund because there is nothing wrong with the CD player!

44. Dial a pizza

Category: Telephone

Level: Beginner +

Target: Giving information, making arrangements, telephone

No. of students: 2

A: You are having a small party at your house. Phone a pizza delivery company and order a few pizzas, including an original one with ingredients of your choice. Don't forget to tell the person your name, address and phone number.

B: You work for a pizza delivery company. You take a call from a customer. Get their order, name, address and phone number. Tell them how much it will cost and about how long it will take.

The pizza images are from <http://openclipart.org/>

IT'S PIZZA TIME!!!

Call us on 0800-1234-5678-890

MENU



Salami & Mushroom S \$8 M \$11 L \$14



Cheese & Tomato S \$6 M \$9 L \$12



Pepperoni S \$7 M \$10 L \$13

*Choose a thin base or a thick base! Extra toppings of cheese, spices or onions \$2.50 each! We can also make original pizzas! Ask for details!

45. Passing on a message

Category: Telephone

Level: High beginner +

Target: Giving information, passing on information, telephone

No. of students: 3

A: You are a telephone receptionist. The phone rings. Someone wants to speak to your boss, but your boss is out at the moment. Take a message and then pass the message on to your boss.

B: You call a company and ask to speak to the boss. The boss is away, so you have to leave a message. You want the boss to call you back as soon as possible because....(imagine the reason!). Tell the receptionist your name, contact details and when is the best time to call you.

C: You are the boss of a company. While you were out, the receptionist took a message from a caller. Find out who called and why, his/her contact details and when you should return the call.

Part C shouldn't hear the telephone conversation.

* At the end of the role play, all three students should check to see if the information was passed on correctly.

46. Taking a message

Category: Telephone
Level: Intermediate +
Target: Negotiating, telephone
No. of students: 2

A: You are a secretary. Your boss is away on a business trip and cannot be contacted until next week. A client calls wanting to speak to your boss. Explain that your boss is away, and take a message from the caller.

B: You work for a manufacturing company. You need to speak to the president of one of your suppliers. There has been a big problem with the supply that they sent last week. It is very urgent. You need to speak to the president TODAY!!

47. Tour guide

Category: Tourism
Level: Beginner +
Target: Explaining, asking questions
No. of students: 2

A: You are a tourist. You are visiting your partner's hometown. Now, your partner is giving you a tour around his/her hometown. Ask many questions. Find out some interesting things about the town, its history, its culture and its people.

B: Your partner is a tourist visiting your hometown. You are very proud of your hometown. Tell your partner about the town, its history, its culture and its people.

48. Pay rise

Category: Work

Level: Intermediate +

Target: Negotiating, convincing

No. of students: 2

A: You work in an office. You work very hard. Last year, you were the top salesperson. You made \$200,000 in sales for the company. However, your salary has not increased. You think you should get a pay rise for all your hard work. Now, you are in your manager's office. Try and negotiate a pay rise! (If you can't get a pay rise, you will quit.) (You start the conversation.)

B: You are an office manager. One of your employees wants to talk to you about a pay rise. The employee is a very good worker and last year was the top seller. However, the company does not have much money, so you don't want to give a pay rise. However, you do not want to lose this employee, because he/she is such a good worker. (Your partner will start the conversation.)

49. Where were you yesterday?

Category: Work

Level: Intermediate +

Target: Making excuses, convincing, dealing with staff

No. of students: 2

A: You work in an office. You work hard every day, and yesterday, you wanted to take a day off. You knew that your boss wouldn't let you take a day off, so you called in sick. You said that you were very sick and were going to spend the day in bed. You then spent the day shopping with your friend and you had a great time. This morning you are back at work and have just arrived at the office. (Your partner will start the conversation.)

B: You are an office manager. Yesterday, one of your workers called in sick. However, when you went to the shopping centre to get some lunch, you saw the worker walking around the shopping centre with a friend. The worker didn't look sick! You are very angry. This morning you are thinking about firing the worker. (The worker doesn't know that you were at the shopping centre yesterday. Ask the worker what they did yesterday.) (You start the conversation.)

50. Why are these sales figures so low?

Category: Work

Level: Intermediate +

Target: Convincing, dealing with staff/problems

No. of students: 2

A: You work in an office. You work very hard every day, but last month you only made two sales. You don't think this is a problem. Some months are good, and some months are bad. That's life! Next month will be better! Now you are talking to your office manager. (*Your partner will start the conversation.)

B: You are an office manager. You are looking at the sales figures for last month. One of your workers only had two sales last month. All the other workers had over twenty! You think he/she is lazy. You are thinking of firing him/her.... (*You start the conversation.)