

Lesson - 25

Role-play

문제상황에서 상황
설명과 대안 제시하기



MP3 파일

AL_25

Role-play : 문제상황에서 상황 설명과 대안 제시하기

☆ 콘서트 3 combo 세트

11. 콘서트 관련문의
12. 콘서트를 아파서 못가게된 상황 설명
13. 직접 겪었던 약속 취소 경험

☆ 친구 생일파티 3 combo 세트

11. 친구 생일파티 장소문의
12. 시험 때문에 친구 생일파티 불참 설명
13. 직접 겪었던 약속 취소 경험

☆ MP3 Player 3 combo 세트

11. 친구에게 MP3 관련 질문하기
12. 친구 MP3 고장, 상황 설명/대안 제시
13. 직접 겪었던 구매 실패 경험

☆ 친척 집 방문 3 combo 세트

11. 친척이 집을 비움, 집 보주기 위해 질문
12. 열쇠를 못 찾음, 상황 설명/대안 제시
13. 직접 겪었던 친구나 가족과의 약속 취소 경험

질문 샘플

Role-play : 문제상황에서 상황 설명과 대안 제시하기

✓ 콘서트 아파서 못 가게 되어 설명

I'm sorry, but there is a problem I need you to resolve. You bought the concert tickets for today but at the last minute, you are so sick that you can't even get out of bed. Call your friend, explain your situation and give two or three alternatives to your friend.

✓ 신규 휴대전화 교환

I'm sorry, but there is a problem I need you to resolve. You have received your new phone but the features are not what you expected. You would like to exchange it for a different phone. Call the store, explain the situation and make arrangements to get a new product.

✓ 열쇠를 못 찾음, 상황 설명하고 대안 제시

I'm sorry, but there is a problem I need you to resolve. You are at your relative's house, but can't find the key to the door. You can't get into the house. Call your relative, explain your situation and ask two to three questions to solve the problem.

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✓ 친구 MP3 고장, 상황 설명/대안 제시

I'm sorry, but there is a problem I need you to resolve.

You have borrowed your friend's MP3 player but broke it by accident. Call your friend, explain your situation and give two or three alternatives that will help solve the situation.

✓ 웹사이트가 열리지 않음, 질문

I'm sorry, but there is a problem I need you to resolve. You are on a social networking site that your friend recommended and cannot click anything on the website.

Call your friend, explain your situation and ask for help.

✓ 음식점 예약 취소, 대안 제시

I'm sorry, but there is a problem I need you to resolve. You made a reservation for an event at a restaurant, but the event got canceled. Call your restaurant, explain your situation and give two or three alternatives.

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✓ 시험 때문에 친구 생일 파티 불참 설명

I'm sorry, but there is a problem I need you to resolve. You have a test coming up tomorrow and cannot make it to your friend's birthday party. Call your friend, explain your situation and give two or three alternatives regarding the situation.

✓ 공원에 못 가게 되어 버림, 대안 제시

I'm sorry, but there is a problem I need you to resolve. You found out that the park you wanted to go to will be closed this weekend for renovations. Call your friend, explain your situation and give two or three alternatives about what to do.

✓ 날씨 때문에 해변 여행 변경 제안

I'm sorry, but there is a problem I need you to resolve. You have just found out that the weather at the beach you were planning to go to is not going to be good this coming weekend. Call your friend, tell him or her about the weather and give two to three alternatives.

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☑️ 사정이 생겨서 못 가게 된 상황, 대안 제시

I'm sorry, but there is a problem I need you to resolve. Something has come up and you can't make it to your friend's house. Call your friend, explain your situation and give two or three alternatives to solve the problem.

☑️ 면접(인터뷰) 못 가는 상황, 대안 제시

I'm sorry, but there is a problem I need you to resolve. Something has come up and you cannot make it to your interview. Call the company, explain your situation and give two or three alternatives to make arrangements for a schedule change.

☑️ 병원 예약 변경

I'm sorry, but there is a problem I need you to resolve. Something has come up and you have to change your doctor's appointment. Call the doctor's office, explain your situation and give two or three alternatives to deal with the situation.

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☑️ 사정이 생겨 공항에 친구 마중 나가지 못함, 해결

I'm sorry, but there is a problem I need you to resolve. Something has come up and you can't pick up your friend at the airport. Call your friend, explain your situation and give two or three alternatives to solve the problem.

☑️ 창문 깨짐, 관리 사무실에 수리 요청

I'm sorry, but there is a problem I need you to resolve. One of the windows in your apartment is broken. Call the management office, explain your situation and give two or three alternatives to fix the problem.

☑️ 호텔 객실이 더러움, 문제해결

I'm sorry, but there is a problem I need you to resolve. You have checked into the hotel and gotten to your room, but the room is not cleaned up properly. Call the front desk, explain your situation and give two or three suggestions to solve the problem.

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✓ 가구 도착했는데 마음 들지 않음, 문제해결

I'm sorry, but there is a problem I need you to resolve. You have received the furniture you bought, but there is something wrong with it. Call the furniture store, explain the situation and ask for a way to get an exchange or your money back.

✓ 잘못 배달된 커피 주문 실수 해결

I'm sorry, but there is a problem I need you to resolve. You have had your coffee delivered to your house. But when you got your coffee, you find out that you've got the wrong order. Call the manager of the coffee shop, explain your situation and give two or three alternatives to solve the problem.

✓ 헬스클럽 마음에 들지 않아 환불 요청

I'm sorry, but there is a problem I need you to resolve. You have signed up at the gym but you are not satisfied with it. Maybe the gym is not clean enough or there are too many people. Call the manager of the gym and make arrangements to get a refund.

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✓ 구매한 옷이 잘못됨

I'm sorry, but there is a problem I need you to resolve. You bought some clothes at a store. But, there is something wrong with what you bought. Call the clothing store, explain the situation and ask for a way to get an exchange or your money back.

✓ 영화티켓 잘못 삼, 해결

I'm sorry, but there is a problem I need you to resolve. You found out that you purchased the wrong tickets at the theater. Talk to the person at the box office about your situation and offer two or three suggestions to solve the problem.

✓ 도서관에서 책을 빌리지 못함, 해결

I'm sorry, but there is a problem I need you to resolve. You had to borrow a book for your paper at school, but a classmate has already borrowed the book. Call your professor, explain your situation and ask for two or three suggestions to solve the problem.

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✓ 비행기 티켓 취소됨, 해결

I'm sorry, but there is a problem I need you to resolve. When you arrived at the airport, you found out that your flight was canceled. However, all of the other flights are fully booked. Explain the situation to your travel agent and suggest two or three options.

✓ 지갑 분실해서 계산 어려움, 직원에게 설명

I'm sorry, but there is a problem I need you to resolve. You are at the bar and want to pay for your drinks. But, you suddenly find out that you lost your wallet. Explain the situation to the bartender or waiter and make suggestions to solve the problem.

상황극 필수 패턴

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✓ 인사하기

Hello, there. / Excuse me.

(친구) Hello, Jenny. This is Jina again.

(가게/상점) Hello, this is a person (customer, member, resident, audience) who visited your store last night.

✓ 목적 밝히기

(전화) I am calling to tell you about ____.

(방문) I am here to ask you some questions about ____.

(나쁜 소식이 있어~) I am so sorry but I have some bad news.

✓ 상황 설명하기

I've got a problem. The problem is 상황.

(스케줄 캔슬) I don't think I can make it to the 내용 because something has come up.

(제품문제) There is something wrong with the item.

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✓ 대안 제시하기

So, I have some suggestions. / Here is the deal.

- 1) 교환하기 I'd like to exchange it for a new one.
- 2) 환불받기 I'd like to get a refund.
- 3) 할인받기 I'd like to get a discount.
- 4) 수리하기 I want you to repair it as soon as possible.
- 5) 추천받기 Do you have any other suggestions/ideas/recommendations?
- 6) 스케줄 변경하기 I'd like to reschedule the plan/appointment.

✓ 제안할 때

What about Ving?

Why don't we V something?

How about Ving?

Let's V ~

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✓ 사과하기

I am so sorry for what happened.

(가게에서) I am so sorry for all the trouble.

(친구일 때) I will make it up to you soon.

✓ 마무리

Please let me know as soon as possible. / Get back to me when you get this, alright?

Thanks for your help. / Thanks in advance.

(친구) Talk to you later. / See ya.



1. 콘서트 아파서 못 가게 되어 설명

Hello, Jenny. This is Susan again. I am calling to tell you about the concert tonight. I am so sorry but I have some bad news. I've got a problem. The problem is that I don't think I can make it to the concert tonight. The thing is that I have been really sick since last night and I can't even get out of bed. I even got a day off from work. So, I need to go see a doctor and get some rest at home.

So, I have some suggestions for you. First, we can meet the day after tomorrow? I think I would feel better once I rest for a day. If it's not possible, how about having dinner this weekend? It's my treat. If so, I would like to set up a schedule. What kind of food do you like? Also, is there any particular restaurant you prefer? There is a newly opened restaurant I wanted to try, so we can go there if you want.

Well, I am sorry for what happened. Get back to me when you get this. I will make it up to you soon. Talk to you later.



2. 신규 휴대전화 교환

Hello, this is a customer who purchased a cell phone at your store last night. Remember me? I am so sorry but I have some bad news. I've got a problem. There is something wrong with my phone. The problem is that it doesn't work properly. I can't even turn it on. I have charged it for half a day, but it is still not working. I don't know what to do.

So, I have some suggestions. First, I'd like to exchange it for a new one. I will come in to exchange it. Because I need my phone for my work, I want to get it done as soon as possible. If not, I'd like to get a refund on my purchase. If that's not an option, I want you to repair it as soon as possible. If so, how long would that take? I need a new phone now. Please let me know as soon as possible.
Thanks in advance.



3. 열쇠를 못 찾음, 상황 설명하고 대안 제시

Hello, uncle Park. This is Susan again. I am so sorry but I have some bad news.

I've got a problem. I came to your house and tried to get in. But there's no key in the box where it is supposed to be. Well, I don't know what to do.

Here's the deal. I would like to get into the house before you come back. Is there any place where you keep a spare key? If so, where would that be? If you don't have any spare key, can I call up a locksmith to open the door? Or if there is anyone you can send to open the door,

that will be great. It seems like that's the only thing I can do for now.

Well, I am so sorry for what happened. Please let me know as soon as possible.

Okay? Thanks.