Business role play

Scenario 1

3a

You need to telephone a flower shop and order

some flowers for friends who are having their

20th wedding anniversary. They love red roses.

You want the flowers to be delivered to their

house tomorrow.

Telephone the shop and order the flowers.

Don’t forget to include a message saying

You work at Blooming Wonderful, the flower

shop. One of your services is delivery of

flowers ordered by telephone.

Answer the telephone and take an order.

Remember you need the address and details

of the message. Don’t forget to ask what kind

of flowers the customer would like.

Scenario2

You need to travel from London to Glasgow

tomorrow on urgent business. Your company

has a travel advice section which can help you.

You are not worried about the cost but you

need to be in Glasgow by 11 o’clock in the

morning and travel back to London in the

evening.

Telephone the travel advice section and find

out what the best way is to travel.

4b

You work in the travel advice section of your

company. Your job is to help colleagues find

the best way to travel.

Answer the telephone. To help your colleague,

you need this information:

*London to Glasgow by train, leaves 8.00,*

*arrives 12.30. Returns to London in the*

*evening.*

*London to Glasgow by coach, leaves 7.00,*

*arrives 15.00, returns to London next day*

*London to Glasgow by air, leaves 7.30, arrives*

*8.45. Flights back to London all day.*