**2023, APRIL 11**

**EXTRA TASK FOR EXTRA POINTS (5 points):**

**Roleplay – Check out these situations. You will be asked to have a dialogue with a colleague in one of these situations. WORK IN PAIRS!**

***1.) An Urgent Message***

*Situation:* Jack has just received an urgent phone call from his wife. Her car has

broken down by the side of the road. He has to go and help her out. But

first, he needs to get permission from his boss.

*Student A:* You are Jack. Your wife’s vehicle has broken down and she

needs your help. It will likely take you an hour or two to sort it out.

*Student B:* You are Jack’s boss. You only allow employees to leave the

office during working hours in cases of emergency.

*Suggested phrases:*

“I’ve just received a phone call from my wife.”

“She’s very upset.”

“How long will it take you to sort this out?”

“I’m not sure that I would classify this as an

emergency.

***2.) The Moody Secretary***

*Situation:* Your secretary has been very moody recently and it has been affecting her

work. You suspect that she is having some sort of trouble at home.

*Student A:* Speak to your secretary. You want to be empathetic, but you

also want to make sure her problems do not affect her work.

*Student B:* You are the secretary. Recently, you have been arguing with

your parents a lot and this has put you under a lot of stress. However,

this is a personal problem and you would prefer not to discuss it with your

boss.

*Suggested phrases:*

“Is everything okay?”

“I have noticed that you cannot concentrate on

your work.”

“I’m having some personal issues.”

“I’ll find a way to get through this.”

***3.) A Medical Emergency***

*Situation:* It is a normal day at work when suddenly one of your co-workers

collapses. Call emergency services and explain the situation.

*Student A:* Your co-worker has just collapsed. Call emergency services and

ask them what to do.

*Student B:* You work for emergency services. When you receive a call

about someone who has collapsed, you need to dispatch an ambulance to

the correct address while asking the caller to check for a pulse. The caller

should also check that the person is breathing and administer aid if

necessary.

*Suggested phrases:*

“My co-worker has just collapsed.”

“Our address is…”

“You need to check for a pulse.”

“The ambulance should be there in approximately

ten minutes.”

***4.) Small Talk***

*Situation:* You have arranged to meet a client along with your boss. You have never

met this client before. Unfortunately, your boss is running about fifteen

minutes late. Make ‘small talk’ with the client until your boss arrives.

*Student A*: Make small talk with the client.

*Student B:* You are the client. Make small talk with the employee.

*Suggested phrases:*

“Where are you from?”

“What exactly does your company do?”

“Have you worked here very long?”

“How is business these days?”

***5.) A Little Accident***

*Situation:*

You have just parked your car in the company car park when another

vehicle knocks into you. The driver is one of the senior managers.

*Student A:* You need to ensure that the senior manager takes

responsibility for the accident.

*Student B:* You are the senior manager. If you acknowledge that the

accident was your fault, you need to get the other person’s details for your

insurance claim.

*Suggested phrases:*

“It looks like there is some damage.”

“It could cost a lot to repair.”

“It was my fault; I’m sorry.”

“I will put in an insurance claim.”

***6.) Japanese Visitors***

*Situation:*

A group of Japanese businesspeople are going to be spending a few days

visiting your company and your boss has asked you and your partner to

spend half a day showing them around your city.

*With your partner*, discuss where you would like to take them and draw

up an itinerary.

*Suggested phrases:*

“Do you think they would like the local food?”

“Perhaps we could take them golfing.”

“What should we do after that?”

“I have a great place in mind.”

***7.) Going Green***

*Situation:*

You work for a medium-sized company. Your boss has asked you and

your partner to come up with some ideas to help the organisation to

be more eco-friendly.

*With your partner*, brainstorm some ideas and decide which you

would like to implement. Keep in mind that the ideas may not go ahead

if they are too costly!

*Suggested phrases:*

“Does anyone have some suggestions?”

“We use far too much paper.”

“Some employees waste a lot of electricity.”

“What happens to our garbage?”

***8.) Working Late***

*Situation:*

You have organised a birthday dinner celebration for your best friend

after work today. However, your boss wants you to work late, insisting

the work is urgent. In your opinion, the work is not that urgent and you

can finish it tomorrow.

*Student A:* Try to convince your boss that it is okay for you to leave

early.

*Student B:* You are the boss. You are extremely worried about the

current project, for which the deadline is the end of the week. Progress

has been slow and you want everyone to work late until things are back

on track.

*Suggested phrases:*

“I’ve been planning this dinner for weeks.”

“I can assure you we will finish the project on

time.”

“I’m very concerned about the upcoming deadline.”

“You need to show more commitment.”

***9.) A Presentation To Do***

*Situation:*

You have to give an important presentation on Thursday, but you simply

do not have time to prepare. Ask one of your co-workers to give the

presentation for you.

*Student A:* Ask your co-worker to give the presentation for you. It’s a

big ask, so be sure to be polite and persuasive!

*Student B:* Your co-worker wants you to give a presentation for them.

However, although you are well-versed in the content of the

presentation, you are not so comfortable with speaking in public.

*Suggested phrases:*

“Could I ask you a favour?”

“I really don’t have time to prepare.”

“I’m just not a confident public speaker.”

“It’s a big favour to ask.”

***10. Nothing to Do***

*Situation:*

You are a manager in a company with a few dozen employees working

under you. One day, you come across one of your employees lazing

about and doing nothing with his feet up on his desk. Find out what is

going on.

*Student A:* You are the employee. You are relaxing because you have

finished all of your work and there’s nothing to do. You offered to help

others with their work, but they all said that they did not need any

assistance.

*Student B:* You are the manager. You believe that all employees should

be hard at work at all times. There is always work to be done. Plus, if

the CEO sees one of your employees slacking off, you’ll get into trouble

too.

*Suggested phrases:*

“Don’t you have anything to do?”

“Why don’t you help the others?”

“I’ve completely finished all of my work.”

“There’s absolutely nothing to do.”

***11. A Late Project***

*Situation:*

You are working on an extremely important project, which is due by the

end of the month. Despite previously promising your boss that you

would finish it on time, you now realise that there is no way you can

finish it by the end of the month.

*Student A:* Explain to your boss that the project will be late and

apologize.

*Student B:* You are the boss. This project absolutely must be finished by

the end of the month, no matter what. The employee must work late

every night if that’s what it takes to make it happen.

*Suggested phrases:*

“I’m afraid it won’t be finished by the end of the

month.”

“I’m sorry to let you down.”

“This project is extremely urgent.”

“It must be completed no matter what.”

***12. Motivation***

*Situation:* You work for a medium-sized company. Staff motivation is a major

problem. Your boss has asked you and your partner to come up with

some ideas to help the staff become more motivated.

*With your partner*, brainstorm some ideas to re-motivate the

employees and decide which you would like to implement.

*Suggested phrases:*

“What we could do is...”

“We need to find the root cause of the problem.”

“People don’t enjoy their work.”

“How can we reward good work?”

***13. Family Fun Day***

*Situation:* You work for a medium-sized company. Recently, your boss has come

up with the idea of a ‘Family Fun Day’ to foster better relations between

employees.

*With your partner*, plan out the Family Fun Day, including the

activities, times, venue and budget.

*Suggested phrases:*

“Should we hold it on a Saturday?”

“How can we keep the costs down?”

“We need to have activities for the kids.”

“How many people do you suppose will turn up?”

***14. Lost and Found***

*Student A:* You are at a shopping center and you lost your telephone. Visit the information desk. Report the missing item and describe it to the employee.

*Student B:* Ask the shopper to include as many details as he or she can about the missing item. Ask for the shopper’s contact information.

*Suggested phrases:*

“Do you have a lost and found?”

“I lost/can’t find my...”

“The last time I saw it was....”

“What does it look like?”

“When did you last see it?”

***15. Bicycle***

*Student A*: Your six-year-old daughter is ready for her first bicycle. Tell the salesperson what kind of bike your child wants.

*Student B:* Help the costumer choose a bike that is appropriate for a six-year-old. Try to convince the costumer to buy extra accessories, such as a helmet, horn, and basket.

*Suggested phrases:*

“It has to be the right size.”

“Does it have hand brakes and pedal brakes?”

“My daughter is picky.”

“How tall is your child?”

“Can I interest you in a new helmet?”

“You’ll want a horn to go with it, right?”

***16. Anniversary (Jewelry Store)***

*Student A:* Your 10th wedding anniversary is coming up. You want to buy something special for your wife/husband. Find something that is appropriate and in your budget.

*Student B:* Try to convince the costumer to go over his/her budget. Offer a discount if he/she puts the item on a store credit card.

*Suggested phrases:*

“I’m afraid that’s out of my budget.”

“She/He prefers gold/silver.

“What’s the special occasion?”

“What’s his/her style?”

“Do you have something in mind?”

***17. Special Occasion (Nice Clothing Store)***

*Student A:* Your best friend asked you to be in his/her wedding. You have to find the perfect dress/suit. Your best friend is picky!

*Student B:* Tell the costumer what colors and styles suit him/her best. Try to remain patient when the costumer can’t decide.

*Suggested phrases:*

“I’m thinking of something more formal/elegant.”

“What is the color scheme of the wedding?”

“What season are you shopping for?”

“What’s your budget?”

***18. I have two coupons (Grocery Store)***

*Student A:* You have two coupons for eggs. Each coupon allows you to buy one dozen and get one dozen for free. You want to use both coupons at the grocery store, but the cashier won’t let you. Get angry!

*Student B:* You are a cashier. A costumer wants to use two coupons to buy eggs. You can only accept one coupon. Offer to put the other eggs back on the shelf. Remain calm!

*Suggested phrases:*

“I won’t be shopping here again.”

“I’m afraid you can only use one coupon.”

“I understand your frustration.”

***19. New Shoes (Shoe Store)***

*Student A:* Try to buy a new pair of soccer shoes for your son. Your son is not with you. You need size 38. You only see size 36 and 39.

*Student B:* Offer to look in the back for size 38. When you return, tell the costumer they’re out of stock. Recommend trying the next size up.

*Suggested phrases:*

“Do you have any other sizes in stock?”

“I’m looking for soccer shoes for my son.”  
“I suggest bringing you child to try on the different sizes.”

“You can return the shoes if they don’t fit.”

***20. Big Screen (Electronics Store)***

*Student A:* You are shopping for a new TV at an electronics store. You want the biggest and best screen. An important football game/TV show is on TV on Saturday!

*Student B:* Show your costumer a TV that is on sale. Then show your costumer the most expensive TV that fits his/her needs. Try to justify the outrageous price.

*Suggested phrases:*

“That’s outrageous (really expensive)!”

“It’s enormous!”

“This one is the best quality for the best price.”

“The game/TV show will look great on this one.”