

Introductions Roleplay

1. Directions: Write the following conversations for Person A & Person B in the boxes below.

Person A

Introduce yourself and give your name

Talk about your work. For example: your company, your department, your position etc.

Tell Student B where your office is

Person B

Introduce yourself
Repeat Person A's name and give your name

Ask where Person A's office is located

Talk about your work. For example: your company, your department, your position etc.

Person A

[Empty box for Person A's first response]

[Empty box for Person A's second response]

[Empty box for Person A's third response]

Person B

[Empty box for Person B's first response]

[Empty box for Person B's second response]

[Empty box for Person B's third response]

Business Complaints Exercise

Directions: Complete the following conversations. Try to make every response different.

Example

Complaint
I was promised a 10% discount, but I only got 5.

Apology
I'm very sorry about that.

Follow-up
That's kind of you.

Action
I'll get the salesperson to send you a new invoice right away.

1. Complaint
I was expecting a delivery by the 15th but it's three days late.

Apology

Follow-up

Action

Write your own complaints

2. Complaint

Apology

Follow-up

Action

3. Complaint

Apology

Follow-up

Action

HOTEL RESERVATIONS FORM

Name: _____ Date: _____
Phone No. (H) _____ (W) _____
Fax No. _____ E-mail Address: _____

Date of arrival: _____

Airline and flight: _____

Time of arrival: _____

Date of departure: _____

Airline and flight: _____

Time of departure: _____

Smoking Room _____ Yes _____ No

Assign me a double room _____ Yes _____ No

I would like a single room _____ Yes _____ No

Directions: Use the form above to write 8 questions you would ask if you were a booking a hotel room for a customer.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____