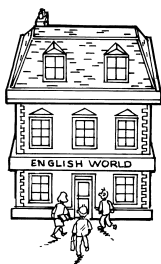


Dealing with unexpected problems

**Language school – Role card A**

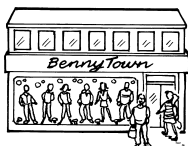
You have just walked into an English language school to book a four-week intensive course starting next Monday. The classes are every morning from 9 a.m. to 12 p.m. You phoned the school yesterday and they said that there were still some places available. You really need to study English as you need it for your job (you work in a tourist information office in the afternoons). You are about to talk to the receptionist.

**Language school – Role card B**

You are a receptionist at an English language school, which has four-week intensive courses in the mornings (9 a.m. to 12 p.m.) and afternoons (2 p.m. to 5 p.m.). The morning class is now full (you registered the last student ten minutes ago), but there are places available in the afternoon class. There are also part-time courses on Monday, Wednesday and Friday evenings, from 7:30 p.m. to 9 p.m. If a class is full, students can join a waiting list.

**Clothes shop – Role card A**

You work in BennyTown, a famous clothes shop. The company has a strict policy on dealing with customers who bring back clothes. If there is a genuine problem with an article of clothing, you can: **a** refund the money, but only if the customer has a receipt, **b** exchange the item for a similar one or **c** take back the item and give the customer BennyTown vouchers, which they can use to buy clothes in the future. The only shirts you have at the moment are bright pink or black.

**Clothes shop – Role card B**

Last week you bought a beautiful pale blue shirt from BennyTown, a famous clothes shop. You wore it for the first time yesterday and noticed that there was a hole in it. You cannot find the receipt (you're not even sure they gave you one), but there is a BennyTown label in the back of the shirt. You have gone back to the shop to exchange the shirt for a new one. You want to wear it tonight when you meet your new boyfriend/girlfriend.

**Travel agency – Role card A**

You are planning to go on holiday for two weeks. You telephoned a travel agency yesterday and reserved a seat on the StarFly Airlines flight to New York next Saturday. The flight departs at 9:30 a.m. and you were told that the return fare is £259, including taxes. You are now going to the travel agency to pay for your flight.

**Travel agency – Role card B**

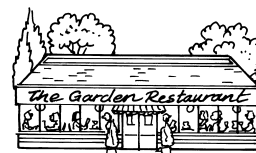
You work in a travel agency which specialises in flights to the USA. You have just found out that the StarFly Airlines flight to New York at 9:30 a.m. next Saturday has been cancelled because of a strike by pilots. There are still a few seats available to New York on the same day on SuperFly Airways, which leaves at 6:30 a.m. The return fare is £299, including taxes. All other flights to New York on that day are fully booked.

**Restaurant – Role card A**

You are a waiter at the Garden Restaurant. Tonight the restaurant is very busy because a group of American tourists arrived at 8 p.m. and took all the tables. Your reservation list shows that nobody has booked a table tonight, although someone has already booked a table for four people at 8:30 p.m. tomorrow night. It is now 8:35 p.m. and the tourists will probably finish eating at about 9:30 p.m. A customer has just walked in and you walk over to welcome him/her.

**Restaurant – Role card B**

You are going out for a meal with three friends of yours to celebrate passing your exams – it is a very special occasion! You phoned the Garden Restaurant this morning and reserved a table for four at 8:30 p.m. You have just arrived at the restaurant – it is now 8:35 p.m. Your three friends will be there in five or ten minutes. A waiter comes to welcome you.



Instructions

You will need: one set of Role cards per pair

- Divide students into pairs, Student A and Student B. Give each pair matching *Role cards* and allow them time to digest the information.
- Students do the roleplay in their pairs. Encourage them to use expressions for responding to unexpected problems where appropriate (see page 34 of the Students' Book). Students continue the roleplay until there is a resolution.
- When each pair finishes their roleplay, collect the *Role cards* from them and give them to another pair. Make sure you always give *Role card A* to Student A.