

TELEPHONE ROLE PLAY : GETTING THROUGH

STUDENT A (CALLER)

You are about to call the Sales Department of a company called FIRTEK.

INFORMATION ABOUT YOURSELF					
CHOOSE A FIRST NAME					
<i>John David Michael Philip William Derek Frank Edward Chris Mark Jane Julie Sarah Anne Mary Judith Jennifer Carol Agnes Joan</i>					
CHOOSE A SURNAME					
<i>Williams Smith Hardy Brown Black Jordan Price Trent Lyndon Rogers Judge Westminster Bristol Witherington More Hinton Pallister</i>					
CHOOSE A PHONE NUMBER					
<i>256 5689</i>	<i>25365</i>	<i>458 2563</i>	<i>256 565 565</i>	<i>02 2156</i>	<i>458 4587</i>
<i>568 956</i>	<i>542 5487</i>	<i>548 3265</i>	<i>651 5487</i>	<i>25688</i>	<i>54 8754</i>

INFORMATION ABOUT YOUR CALL		
WHO WOULD YOU LIKE TO SPEAK TO?		
<i>John Smith</i>	<i>Mike Firth</i>	<i>Steven Derrick</i>
<i>Sarah Holding</i>	<i>Helen Kent</i>	<i>Michael Kipling</i>
WHAT IS THE REASON FOR YOUR CALL?		
<i>Personal</i>		
<i>Business:</i>		
<i>1) You would like information about a product.</i>		
<i>2) You would like a quotation.</i>		
<i>3) You would like to make an URGENT order.</i>		
<i>4) You've got a cash flow problem and won't be able to meet a payment.</i>		
<i>5) Other? _____</i>		

WHAT WILL YOU DO IF THE PERSON IS ABSENT?
<i>1. Call back later/ at a later date.</i>
<i>2. Ask for mobile phone number.</i>
<i>3. Ask to speak to someone else if possible.</i>
<i>4. Ask if the person can call you back.</i>

TELEPHONE ROLE PLAY : GETTING THROUGH

STUDENT B (RECEIVER)

You work for a company called FIRTEK.

You are the *secretary* for the *SALES DEPARTMENT*.

There are six sales assistants who work in the sales department. Study the information for each one.

- 1) *JOHN SMITH*. He's at a conference at the moment. He won't be back for another week. You have his mobile phone number but only for emergencies. It's 06 56 96 58 96.
- 2) *MIKE FIRTH*. He's in a meeting. He should be free in 30 minutes.
- 3) *STEVEN DERRICK*. He left the company last week.
- 4) *SARAH HOLDING*. Sarah is working at home today. You can give her home phone number to colleagues and friends only. It's 01 23 56 98 65.
- 5) *HELEN KENT*. She's in the building today. You saw her ten minutes ago. However, you can see that she's not at her desk. You don't know where she's gone.
- 6) *MICHAEL KIPLING*. He's on holiday today. He'll be back tomorrow.

If you take a message, write down the details below.

NAME
PHONE NUMBER
REASON FOR CALL

MAKING AND DEALING WITH ENQUIRIES

STUDENT A

You are an employee for a company called OFFICE DELUXE who sells office equipment. In the table below is information about the printers you sell. Study it before you begin the role play.

PRODUCT	Reference number	Unit price in pounds.	Availability	Delivery time	Cost of delivery
GH100 b/w printer	GH100/56L	100	In stock	3 days	20
GH200 b/w printer	GH200/84K	150	2 weeks	3 days	20
JB45 colour printer	JB45/452G	200	1 week	3 days	25
JB55 colour printer	JB55/245K	250	3 weeks	3 days	25
CV 1000 b/w laser printer	CV1000/45K	500	In stock	3 days	40
CV 2000 b/w laser printer	CV2000/85B	600	4 days	3 days	40
CV 5000 colour laser printer	CV5000/75D	2,000	4 weeks	3 days	60

If the customer wants you to send some information to him, then take down the details below.

NAME:

ADDRESS:

MAKING AND DEALING WITH ENQUIRIES

STUDENT B

You are interested in buying a new printer for your office. Phone OFFICE DELUXE to enquire about the printers they sell. Take down any information they may give you in the table below.

Before you start you may like to think about which type of printer you are interested in. Do you want a colour printer or just black and white? Are you interested in buying the latest laser printer? How much are you prepared to spend? If you would like a brochure or more information then give your name and address to the other person so he can send it to you.

YOUR NAME:

YOUR ADDRESS:

PRODUCT	Reference number	Unit price in pounds	Availability	Delivery time	Cost of delivery

TELEPHONE ROLE PLAY : PHONING THE CINEMA

STUDENT A

You work at the 'STARS' cinema. Your role is to answer customer enquiries over the phone.

<i>FILM</i>	<i>CERT.</i>	<i>SHOWING AT</i>
SHIVER- A nightmarish creature causes fear in a small village.	18	19:00 22:00
DESERT RIDER- A sheriff defends a town against a gang of outlaws.	PG	14:00 16:00 18:00 20:00
PRINCESS ROSE- Beautifully animated cartoon with songs.	U	14:00 16:00 18:00
SPACE BEYOND- A space mission goes wrong when the ship is forced to land on a hostile planet.	PG	15:00 17:00 19:00
JUST GOOD FRIENDS- Romantic comedy.	PG	15:00 17:00 19:00
STREET CRIME- Realistic police story about street drugs.	15	14:00 16:00 18:00
1914- A moving love story set during the first world war.	PG	15:00 18:00
DEATH AVENUE- A psychopath on the loose in a big city.	15	13:30 16:00 18:30 20:00
RETURN OF REX- An expedition of scientists discover a lost world with dinosaurs.	PG	14:00 16:00 18:00
PASSION FIRE- A fiery love story set in a tropical climate.	18	20:00 22:00

PG= Parental Guidance (children must be accompanied by an adult)

U= Universal (suitable for all the family)

TELEPHONE ROLE PLAY : PHONING THE CINEMA

STUDENT B

Choose one of the situations below and then call the cinema.

1. You have the afternoon off and have decided to go and see a film. You have to be at school at 4 o'clock to pick your children up.
2. You are taking your niece to the cinema this evening. She is 10 years old.
3. You are going to the cinema with your boyfriend/girlfriend tonight. Your boyfriend/girlfriend doesn't like films which are very violent.
4. You are taking your two teenage children (15 and 16) to the cinema this evening. You don't want to be back too late as they've got school tomorrow.

N.B. All films have certificates which tell you about their suitability. Don't forget to ask about this if you're taking children.

Use the space below to take notes about the films and their times.

Which film have you decided to go to? _____

I'M AFRAID S/HE'S NOT HERE AT THE MOMENT

Each picture shows a reason why somebody is not able to take a call. Write what you would say to a caller who wanted to speak to the person in the picture. Begin each sentence with 'I'm afraid s/he...'

		
<p>I'm afraid s/he's ill/ off sick at the moment.</p>		
		
		

