

## E-MAIL ROLE PLAY EXCHANGE SHEET

Use this sheet to write your messages on. However, only write your message when you're happy with what you want to say. Write a *draft* on another piece of paper first, if necessary.

<b>STUDENT A no.1</b>	<b>MESSAGE 1</b>
<b>STUDENT B no.1</b>	<b>MESSAGE 2</b>
<b>STUDENT A no.2</b>	<b>MESSAGE 3</b>
<b>STUDENT B no.2</b>	<b>MESSAGE 4</b>

## WRITING ROLE PLAY 1 STUDENT A

This role play will consist of a series of exchanges between two people. Follow the instructions in each box for each e-mail. Use the e-mail exchange sheet to write your message when you're happy with what you want to say.

STUDENT A no.1	You begin.
You have heard that Mrs Jude, a colleague from the London office, is coming to France next week. Write and offer to pick her up at the airport, book a hotel and take care of any arrangements for her.	

STUDENT A no.2	Follow these instruction after you receive a reply from student B
There is a conference taking place in your area next week. All the hotels are fully booked. The only room available is a single room but with no shower or bath. Would this suit Mrs Jude or would she prefer to postpone her trip?	

## WRITING ROLE PLAY 1 STUDENT B

This role play will consist of a series of exchanges between two people. Follow the instructions in each box for each e-mail. Use the e-mail exchange sheet to write your message when you're happy with what you want to say.

STUDENT B no.1	Follow these instructions to reply to student A
You're Mrs Jude. You work in London and are planning a trip to France next week from Tuesday 10th to Thursday 12th. You intend to rent a car at the airport. You haven't booked a hotel room. You prefer a room with a bath when you are on business trips.	

STUDENT B no.2	Follow these instructions after you receive the second message from A
Reassure your colleague that you will take what is available. You don't want to change your plans. It's only two nights. Thank your colleague for the trouble s/he has gone to.	

## WRITING ROLE PLAY 2 STUDENT A

This role play will consist of a series of exchanges between two people. Follow the instructions in each box for each e-mail. Use the e-mail exchange sheet to write your message when you're happy with what you want to say.

STUDENT A no.1	You begin.
A European counterpart has called a meeting in Brussels for the 25th and 26th of June. You have already planned to go on holiday on the 25th. Write to say you won't be able to attend. It might not be wise to give the real reason.	

STUDENT A no.2	Follow these instruction after you receive a reply from student B
The person you're going away with also has a problem. You have both decided to put off the date you leave till the 26th. You can now go to the meeting but you must return on the 25th in the evening. Ask your counterpart if this is O.K.	

## WRITING ROLE PLAY 2 STUDENT B

This role play will consist of a series of exchanges between two people. Follow the instructions in each box for each e-mail. Use the e-mail exchange sheet to write your message when you're happy with what you want to say.

STUDENT B no.1	Follow these instructions to reply to student A
You're very disappointed. You were counting on his presence. Write back and try to persuade him that it would be very beneficial to all if he could manage to come. Everyone else is coming and it's extremely difficult for everyone to agree on a date.	

STUDENT B no.2	Follow these instructions after you receive the second message from A
Thank your counterpart for managing to make himself free for the 25th. It's a pity he can't stay for the two days but one day is better than nothing.	

### 3 FAXES FOR THE SALES DEPARTMENT

Mrs Watson works in the Sales Department. This morning she received three important faxes from customers. Unfortunately, they got mixed up with some waste paper and were fed into the shredder. She has managed to recuperate some of the pieces.

Can you help her to sort out and then recreate the original messages. She remembers that there was an enquiry from a Mr Benn, a fax about a late payment from a Mrs Walsh and a complaint from a Mr Smith.

reference to your reminder

informed our bank to make a transfer imm

nother invoice as soo

pay by draft at 90 da

verdue payme

iscount on large orde

discrepancy between the amount invoiced and the amount agreed

am afraid to infor

ould it be poss

e aplogise fo

liver the goods within two we

## **MR SMITH'S DISASTROUS BUSINESS TRIP**

Mr Smith has just come back from a disastrous business trip to Brussels. Nearly everything went wrong. Your task will be to write an account of his business trip. To help you find some ideas, first answer the questions below.

1. Why didn't Mr Smith's plane leave on time?

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2. Why was he angry after the plane had landed and all the other passengers had disembarked and collected their luggage?

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3. Why was there no one at the airport to meet him?

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4. Why didn't he stay at the Olympia Hotel as arranged?

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5. Why did he leave Brussels the next day?

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To help you structure your account, use some of the words in the box below.

First(ly)    Second(ly)    After that    Next

Finally    Unfortunately    However

## WRITING HABITS QUESTIONNAIRE

Most of you should be familiar with the kind of questionnaire below where, according to the answer chosen, a number of points are given. Then, when all the questions have been answered, the points are totalled and according to the final score the person is given an analysis.

In this case, your task is to write the different options for each category and then to write the final evaluations for the different scores. Then answer the questionnaire for yourself.

CHOOSE AN OPTION FOR EACH CATEGORY	POINTS
<b>1) MAKING NOTES</b>	
<i>a) You never make notes before you write</i>	0
<i>b) You sometimes make notes before you write</i>	1
<i>c) You always make notes before you write</i>	2
<b>2) SPELLING</b>	
	0
	1
	2
<b>3) GRAMMAR</b>	
	0
	1
	2
<b>4) READING YOUR WORK</b>	
	0
	1
	2
<b>5) REWRITING YOUR WORK</b>	
	0
	1
	2

## EVALUATION

SCORE	EVALUATION
<b>0</b>	You should really do something to improve the way you approach writing. You could make your writing so much better and clearer for those who read your work.
<b>1-3</b>	
<b>4-7</b>	
<b>8-10</b>	