Role-play the dialogue

TASK A	TASK B
There is an emergency. Call the emergency services. Before you do so, think about this: • What is the emergency? • Where are you? • Who needs help? • Who is with you.	You work for the emergency services. Someone calls you. • Find out what the problem is. • Ask where the caller is. • Find out who needs help. • Find out who the caller is with.

the operator	the caller
Hello, this is … . How can I help you?	This is … . I'm calling because there is a fire/flood/… .
Where are you calling from?	I'm in …, /opposite/near/in front of … .
Who needs help?	A man/woman/child. He/she is hurt. He/she can't … .
Who is with you?	I'm on my own. There's a … .
Are you safe?	Yes, I am. No, I'm not because … .
OK. Don't worry. The police/an ambulance /a fire engine will be there in …	Thank you.

LIVEWORKSHEETS