

SPEAKING

ROLE PLAY

Complaining at a shop

Situation 1	
Student A You are in an ice cream parlour. You have forgotten your wallet at home. You have some money in your pocket, yet it is not enough and you are in a hurry. You ask for a discount.	Student B You work in an ice cream parlour. Customers often irritate you asking discounts. Your boss is very strict and would fire if you give any. Always ask for the full price.
Situation 2	
Student A You work at a food shop. You do not accept complaints unless the customers shows you the receipt. You would lose your job, but you need the money.	Student B You are going to cook something for a very important dinner and you find out that the milk you have just bought is sour. You go back to the shop to complain, but you didn't keep the receipt.

Situation 3

Student A

You ask your friend to go to the shop to buy ladyfingers for the tiramisu cake and cream, but he/she came back with a packet of fish fingers and a bottle of beer. You are angry.



Student B

Your friend asked you to go to the shop. You didn't find the cream, but at least you bought the ladyfingers. You don't understand why she/he is so angry.



Situation 4

Student A

You are a person in a hurry. A bottle of wine fell off the shelf and broke while you were passing by. You are sure you are not guilty.

Student B

You are a security guard at a supermarket. A bottle of expensive wine broke while a lady with a large bag was passing by. You are sure that she has touched it with her bag and has to pay for it.