

Role-play the dialogue

TASK A

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.

TASK B

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

Hello, this is How can I help you?

Where are you calling from?

Who needs help?

Who is with you?

Are you safe?

OK. Don't worry. The police/an ambulance/a fire engine will be there in ...

the caller

This is I'm calling because there is a fire/flood/... .

I'm in ..., /opposite/near/in front of

A man/woman/child. He/she is hurt. He/she can't

I'm on my own. There's a

Yes, I am. No, I'm not because

Thank you.