



# Scenario #1:

## Lost and Found

### Scenario

**Location:** Information Desk  
at a Shopping Center

**Characters:** Shopper and Employee

### Student A:

Pretend you are at a shopping center and you lost an important item. Visit the information desk. Report the missing item and describe it to the employee.

### Student B:

Ask the shopper to include as many details as he or she can about the missing item. Ask for the shopper's contact information.

### Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all.

- Do you have a lost and found?
- I lost/can't find/misplaced my...
- The last time I saw it was...
- I'll give you my cell phone number.
- What does it look like?
- Is it valuable?
- Does it have sentimental value?
- When did you last see it?

## Class Questions

Your class will have to be able to answer the following questions after you perform your skit:

1. Who are the characters?
2. How does the employee handle the problem?
3. Where does the conversation take place?
4. What is lost?

## Writing

Optional.

Use a blank piece of paper or your notebook.

1. Work together with your partner to write a dialogue based on the scenario.
2. Use some of the expressions above in your skit.



# Scenario #2:

## Bicycle

### Scenario

**Location:** Sports Store

**Characters:** Parent and Salesperson

### Student A:

Your six-year-old is ready for her first bicycle. Tell the salesperson what kind of bike your child wants.

### Student B:

Help the customer choose a bike that is appropriate for a six-year-old. Try to convince the customer to buy extra accessories, such as a helmet, horn, and basket.

### Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all.

- It has to be the right size.
- Does it have hand brakes and pedal brakes?
- My daughter is picky.
- What's the price on that one?
- How tall is your child?
- Can I interest you in a new helmet?
- You'll want a horn to go with it, right?

## Class Questions

Your class will have to be able to answer the following questions after you perform your skit:

1. What type of bicycle does the customer buy?
2. What special requirements does the child have?
3. What extra accessories does the customer decide to buy?

## Writing

Optional.

Use a blank piece of paper or your notebook.

1. Work together with your partner to write a dialogue based on the scenario.
2. Use some of the expressions above in your skit.



# Scenario #3:

## Special Occasion

### Scenario

**Location:** Nice Clothing Store

**Characters:** Shopper and Salesperson

### Student A:

Your best friend asked you to be in his/her wedding. You have to find the perfect dress/suit. Your best friend is picky!

### Student B:

Tell the customer what colors and styles suit him/her best. Try to remain patient when the customer can't decide.

### Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all.

- She/He is picky.
- I don't think he'll/she'll like that.
- I'm thinking of something more formal.
- What is the color scheme of the wedding?
- What season are you shopping for?
- What's your budget?
- How about something like this?

## Class Questions

Your class will have to be able to answer the following questions after you perform your skit:

1. What does the bride/groom like?
2. How does the shopper feel about being in the wedding?
3. What does the bride/groom dislike?
4. When is the wedding?

## Writing

Optional.

Use a blank piece of paper or your notebook.

1. Work together with your partner to write a dialogue based on the scenario.
2. Use some of the expressions above in your skit.



# Scenario #4:

## Anniversary

### Scenario

**Location:** Jewelry Store

**Characters:** Customer and Salesperson

### Student A:

Your tenth wedding anniversary is coming up. You want to buy something special for your wife/husband. Find something that is appropriate and in your budget.

### Student B:

Try to convince the customer to go over his/her budget. Offer a discount if he/she puts the item on a store credit card.

### Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all.

- I'm afraid that's out of my budget.
- She/He prefers gold/silver.
- I'm thinking either a watch or a ring.
- What's the special occasion?
- Your tenth anniversary only comes once in a lifetime!
- What's his/her style?
- Do you have something in mind?

## Class Questions

Your class will have to be able to answer the following questions after you perform your skit:

1. What type of jewelry does the spouse like/dislike?
2. What does the shopper decide to buy for his/her spouse?
3. Did the shopper stay in his/her budget?

## Writing

Optional.

Use a blank piece of paper or your notebook.

1. Work together with your partner to write a dialogue based on the scenario.
2. Use some of the expressions above in your skit.



# Scenario #5:

## We Don't Carry That

### Scenario

**Location:** Drugstore

**Characters:** Shopper and Sales Clerk

### Student A:

You are looking for wrapping paper. You ask at the check-out counter, but they don't sell wrapping paper. The sales clerk directs you to the dollar store.

### Student B:

Apologize for not having what the shopper needs. Tell the shopper how to find the dollar store. Invite the shopper to buy something that is on sale at the pharmacy before he/she leaves.

### Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all.

- You wouldn't by chance have any wrapping paper, would you?
- I guess I'll have to make two trips.
- I appreciate your help.
- I'm afraid we don't carry wrapping paper.
- I bet the dollar store has some.
- While you're here, are you interested in...?

## Class Questions

Your class will have to be able to answer the following questions after you perform your skit:

1. What is the customer looking for?
2. Where is the dollar store located?
3. What does the sales clerk try to get the shopper to buy?

## Writing

Optional.

Use a blank piece of paper or your notebook.

1. Work together with your partner to write a dialogue based on the scenario.
2. Use some of the expressions above in your skit.



# Scenario #6:

## I Have Two Coupons

### Scenario

**Location:** Grocery Store

**Characters:** Shopper and Cashier

### Student A:

You have two coupons for eggs. Each coupon allows you to buy one dozen and get one dozen free. You want to use both coupons at the grocery store, but the cashier won't let you. Get angry!

### Student B:

You are a cashier. A customer wants to use two coupons to buy eggs. You can only accept one coupon. Offer to put the other eggs back on the shelf. Remain calm!

### Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all.

- I have two coupons.
- You must be kidding me.
- I won't be shopping here again.
- I'm afraid you can only use one coupon.
- I understand your frustration.
- How will you be paying for this today?

## Class Questions

Your class will have to be able to answer the following questions after you perform your skit:

1. Why is the shopper not allowed to do what he/she wants to do?
2. What does the shopper want to buy?
3. What does the cashier offer to do?
4. How does the shopper's behavior compare to the cashier's?

## Writing

Optional.  
Use a blank piece of paper or your notebook.

1. Work together with your partner to write a dialogue based on the scenario.
2. Use some of the expressions above in your skit.



# Scenario #7:

## New Shoes

### Scenario

**Location:** Shoe Store

**Characters:** Parent and Salesperson

### Student A:

Try to buy a pair of soccer shoes for your son. Your son is not with you. You need size 13. You only see size 12 and size 14.

### Student B:

Offer to look in the back for size 13. When you return, tell the customer they're out of stock. Recommend trying the next size up.

### Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all.

- Do you have any other sizes in stock?
- I'm looking for soccer cleats for my son.
- I'll bring them back if I have to.
- I suggest bringing your child to try on the different sizes.
- You can return the shoes if they don't fit.
- Keep the receipt.

## Class Questions

Your class will have to be able to answer the following questions after you perform your skit:

1. What does the customer want to buy?
2. Why does the customer consult the salesperson?
3. What does the salesperson suggest?

## Writing

Optional.

Use a blank piece of paper or your notebook.

1. Work together with your partner to write a dialogue based on the scenario.
2. Use some of the expressions above in your skit.



# Scenario #8:

## Big Screen

### Scenario

**Location:** Electronics Store

**Characters:** Shopper and Salesperson

### Student A:

You are shopping for a new TV at an electronics store. You want the biggest and best screen. An important football game is on TV on Saturday!

### Student B:

Show your customer a TV that is on sale. Then show your customer the more expensive TV that fits his/her needs. Try to justify the outrageous price.

### Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all.

- That's outrageous! (really expensive)
- It's enormous! (really big)
- That's out of my price range.
- This one is the best bang for your buck. (the best quality for the best price)
- This one is the best of the best.
- The game will look great on this one.
- It's a new model.

## Class Questions

Your class will have to be able to answer the following questions after you perform your skit:

1. What type of TV does the customer want?
2. Why does the customer want a new TV?
3. What is the difference between the two TVs that the customer sees?

## Writing

Optional.

Use a blank piece of paper or your notebook.

1. Work together with your partner to write a dialogue based on the scenario.
2. Use some of the expressions above in your skit.





# Scenario #9:

## Table for Eight

### Scenario

**Location:** Furniture Store

**Characters:** Shopper and Salesperson

### Student A:

You need a new dining-room table before the weekend. You're having a dinner party with eight guests. You want a round table with comfortable seating.

### Student B:

Show the customer a few tables. Suggest a smaller table that seats six. It has a "leaf" (extra piece) that pulls out for two extra guests. Find out what style of seating and wood your customer wants.

### Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all.

- Is it in stock?
- I need it as soon as possible.
- I want something with cushioning.
- I prefer maple/pine/dark wood.
- This one has a leaf in the middle.
- Do you prefer stools or high-back chairs?
- What do you think of this one?

## Class Questions

Your class will have to be able to answer the following questions after you perform your skit:

1. Why does the customer need the table to be in stock?
2. What style of table and seating does the customer prefer?
3. What feature does the salesperson suggest?

## Writing

Optional.  
Use a blank piece of paper or your notebook.

1. Work together with your partner to write a dialogue based on the scenario.
2. Use some of the expressions above in your skit.



## Quick Cards

### Scenario #1:

#### LOST AND FOUND

**Location:** Information Desk at a Shopping Center

**Characters:** Shopper and Employee

#### Student A:

Pretend you are at a shopping center and you lost an important item. Visit the information desk. Report the missing item and describe it to the clerk.

#### Expressions:

- Do you have a lost and found?
- I lost/can't find/misplaced my...
- The last time I saw it was...
- I'll give you my cell phone number.

### Scenario #1:

#### LOST AND FOUND

**Location:** Information Desk at a Mall

**Characters:** Shopper and Clerk

#### Student B:

Ask the shopper to include as many details as he or she can about the missing item. Ask for the shopper's contact information.

#### Expressions:

- What does it look like?
- Is it valuable?
- Does it have sentimental value?
- When did you last see it?

### Scenario #2:

#### BICYCLE

**Location:** Sports Store

**Characters:** Parent and Salesperson

#### Student A:

Your six-year-old is ready for her first two-wheel bicycle. Tell the salesperson what kind of bike your child wants.

#### Expressions:

- It has to be the right size.
- Does it have hand brakes and foot brakes?
- What's the price on that one?
- My son is picky.

### Scenario #2:

#### BICYCLE

**Location:** Department Store

**Characters:** Parent and Salesperson

#### Student B:

Help the customer choose a bike that is appropriate for a six-year-old. Try to convince the customer to buy extra accessories, such as a helmet, horn, and basket.

#### Expressions:

- How tall is your child?
- Can I interest you in a new helmet?
- You'll want a horn to go with it, right?



## Quick Cards cont.

### Scenario #3:

#### SPECIAL OCCASION

**Location:** Nice Clothing Store

**Characters:** Shopper and Salesperson

#### Student A:

Your best friend asked you to be in his/her wedding. You have to find the perfect dress/suit. Your best friend is picky!

#### Expressions:

- She/He is picky.
- I don't think he'll/she'll like that.
- I'm thinking of something more formal.

### Scenario #3:

#### SPECIAL OCCASION

**Location:** Nice Clothing Store

**Characters:** Shopper and Salesperson

#### Student B:

Tell the customer what colors and styles suit him/her best. Try to remain patient when the customer can't decide.

#### Expressions:

- What is the color scheme of the wedding?
- What season are you shopping for?
- What's your budget?
- How about something like this?

### Scenario #4:

#### ANNIVERSARY

**Location:** Jewelry Store

**Characters:** Customer and Salesperson

#### Student A:

Your tenth wedding anniversary is coming up. You want to buy something special for your wife/husband. Find something that is appropriate and in your budget.

#### Expressions:

- I'm afraid that's out of my budget.
- She/He prefers gold/silver.
- I'm thinking either a watch or a ring.

### Scenario #4:

#### ANNIVERSARY

**Location:** Jewelry Store

**Characters:** Customer and Salesperson

#### Student B:

Try to convince the customer to go over his/her budget. Offer a discount if he/she puts the item on a store credit card.

#### Expressions:

- What's the special occasion?
- Your tenth anniversary only comes once in a lifetime!
- What's his/her style?
- Do you have something in mind?



## Quick Cards cont.

### Scenario #5:

#### WE DON'T CARRY THAT

**Location:** Drugstore

**Characters:** Shopper and Sales Clerk

#### Student A:

You are looking for wrapping paper. You ask at the pharmacy, but they don't sell wrapping paper. The sales clerk directs you to the dollar store.

#### Expressions:

- You wouldn't by chance have any wrapping paper, would you?
- I guess I'll have to make two trips.
- I appreciate your help.

### Scenario #5:

#### WE DON'T CARRY THAT

**Location:** Drugstore

**Characters:** Shopper and Sales Clerk

#### Student B:

Apologize for not having what the shopper needs. Tell the shopper how to find the dollar store. Invite the shopper to buy something that is on sale at the pharmacy before he/she leaves.

#### Expressions:

- I'm afraid we don't carry wrapping paper.
- I bet the dollar store has some.
- While you're here, are you interested in...?

### Scenario #6:

#### I HAVE TWO COUPONS

**Location:** Grocery Store

**Characters:** Shopper and Cashier

#### Student A:

You have two coupons for eggs. Each coupon allows you to buy one dozen and get one dozen free. You want to use both coupons at the grocery store, but the clerk won't let you. Get angry!

#### Expressions:

- I have two coupons.
- You must be kidding me.
- I won't be shopping here again.

### Scenario #6:

#### I HAVE TWO COUPONS

**Location:** Grocery Store

**Characters:** Shopper and Cashier

#### Student B:

You are a cashier. A customer wants to use two coupons to buy eggs. You can only accept one coupon. Offer to put the other eggs back on the shelf. Remain calm!

#### Expressions:

- I'm afraid you can only use one coupon.
- I understand your frustration.
- How will you be paying for this today?



## Quick Cards cont.

### Scenario #7:

#### NEW SHOES

**Location:** Shoe Store

**Characters:** Parent and Salesperson

#### Student A:

Try to buy a pair of soccer shoes for your son.  
Your son is not with you. You need size 13.  
You only see size 12 and size 14.

#### Expressions:

- Do you have any other sizes in stock?
- I'm looking for soccer cleats for my son.
- I'll bring them back if I have to.

### Scenario #7:

#### NEW SHOES

**Location:** Shoe Store

**Characters:** Parent and Salesperson

#### Student B:

Offer to look in the back for size 13. When you return, tell the customer they're out of stock. Recommend trying the next size up.

#### Expressions:

- I suggest bringing your child in for proper sizing.
- You can return the shoes if they don't fit.
- Keep the receipt.

### Scenario #8:

#### BIG SCREEN

**Location:** Electronics Store

**Characters:** Shopper and Salesperson

#### Student A:

You are shopping for a new TV at an electronics store.  
You want the biggest and best screen. An important football game is on TV on Saturday!

#### Expressions:

- That's outrageous! (really expensive)
- It's enormous! (really big)
- That's out of my price range.

### Scenario #8:

#### BIG SCREEN

**Location:** Electronics Store

**Characters:** Shopper and Salesperson

#### Student B:

Show your customer a TV that is on sale. Then show your customer the more expensive TV that fits his/her needs. Try to justify the outrageous price.

#### Expressions:

- This one is the best bang for your buck. (the best quality for the best price)
- This one is the best of the best.
- The game will look great on this one.
- It's a new model.



## Quick Cards cont.

### Scenario #9:

#### TABLE FOR EIGHT

**Location:** Furniture Store

**Characters:** Shopper and Salesperson

#### Student A:

You need a new dining-room table by the weekend. You're having a dinner party with eight guests. You want a round table with comfortable seating.

#### Expressions:

- Is it in stock?
- I need it as soon as possible.
- I want something with cushioning.
- I prefer maple/pine/dark wood.

### Scenario #9:

#### TABLE FOR EIGHT

**Location:** Furniture Store

**Characters:** Shopper and Salesperson

#### Student B:

Show the customer a few tables. Suggest a smaller table that seats six. It has a "leaf" (extra piece) that pulls out for two extra guests. Find out what style of seating and wood your customer wants.

#### Expressions:

- This one has a leaf in the middle.
- Do you prefer stools or high-back chairs?
- What do you think of this one?

## Teachers' Notes

Be sure to print out our Role-Play Teachers' Notes for tips and ideas on using the Role-Play section in class. You may also want to use these cards with our Living in English lesson on Shopping: <https://esllibrary.com/courses/75/lessons/1650>

#### SPELLING NOTE:

This lesson shows the American spelling of the words *Center*, *Jewelry*, and *Behavior*. Most other English-speaking countries spell these words this way: *Centre*, *Jewellery*, and *Behaviour*. Make it a challenge for your students to find these words in the lesson and see if they know the alternate spellings.