

Scenario #1:

The Photocopier is Jammed

Student A:

The photocopier at your office is broken. The paper keeps jamming. You need to photocopy the newsletter by the end of the day. Call the technician and ask him/her to come in immediately.

Class Questions

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

1. Why does the employee call the technician?
2. What is wrong with the machine?
3. Why does the employee need the photocopier today?
4. Why can't the technician come in?

Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all. You can use the Notes column to change the expression to fit into your role-play.

Expressions	Notes
The photocopier is broken.	
The paper keeps getting jammed.	
We need it fixed ASAP.	
How soon can you come in?	
What seems to be the problem?	
Have you tried turning the power on and off?	
I'm afraid I'm booked for the day.	
The earliest I can be there is Monday morning.	

Location: On the Phone
Characters: Employee and Technician

Student B:

You are a technician for a business. A staff member calls and asks you to come in and fix a broken photocopier. Ask what's wrong with it. Explain that you can't get there until Monday.

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 below in your skit.

Scenario #2:

Rescheduling

Student A:

Call an employee to tell him/her that today's meeting has to be postponed. There is a snowstorm and many of the staff members can't make it in. Provide a new time and date for the meeting.

Class Questions

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

1. Who are the speakers?
2. Why does the new time not work for the employee?
3. Why does the supervisor cancel the meeting?
4. When is the new meeting scheduled for?

Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all. You can use the Notes column to change the expression to fit into your role-play.

Expressions	Notes
I'm afraid I have to cancel today's meeting.	
Due to the inclement weather, many staff members can't make it in.	
We're going to postpone it until Monday.	
Oh, so that doesn't work for you?	
Why can't we have the meeting?	
It was a rough drive to work.	
Next week doesn't work for me.	
I'll be away on holiday.	

Location: On the Phone

Characters: Supervisor and Employee

Student B:

Your boss calls to say that today's meeting has to be postponed. Ask the reason why. Explain that the new time and date doesn't work for you because you will be away on holiday.

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 below in your skit.

Scenario #3:

Interior Decorating

Student A:

You are a staff member at a business. You're meeting with an interior decorator to think about ways to brighten up the lobby. Ask for suggestions. Explain that there is a small budget.

Class Questions

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

1. Who are the speakers?
2. What is wrong with the lobby?
3. What suggestions does the interior decorator make?
4. What does the staff member say about the budget?

Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all. You can use the Notes column to change the expression to fit into your role-play.

Expressions	Notes
Thanks for agreeing to come in.	
As you can see, it's not a very welcoming space.	
Can you make some suggestions to brighten things up?	
We have a pretty small budget.	
I agree. You need to make some changes.	
The color is all wrong.	
Another window would help.	
If you can't afford a window, some mirrors would work.	

Location: Business Lobby
Characters: Staff Member and Decorator

Student B:

You are an interior decorator. You have been invited in to a business for a possible job. The lobby is dark and dull. Suggest some ways to brighten up the space.

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 below in your skit.

Scenario #4:

Sleeping on the Job

Student A:

One of your staff members was caught sleeping on the job in a ticket booth. Have a meeting with this person. Give them a warning. Explain that they will lose their job if this happens again.

Class Questions

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

1. What is the employee's job?
2. Why does the boss call the employee in for a meeting?
3. What will happen if the employee does this again?
4. What special request does the employee make?

Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all. You can use the Notes column to change the expression to fit into your role-play.

Expressions	Notes
You've been caught sleeping on the job.	
Is there a medical condition I should be aware of?	
If this happens again, we'll have to let you go.	
That sounds like a good solution.	
Would it be okay if I brought a book in to read?	
I wish someone would bring me a coffee.	
I promise it won't happen again.	

Location: Office
Characters: Boss and Employee

Student B:

Your boss calls a meeting with you because you were caught sleeping on the job. You work in a ticket booth, and your job is very boring. Ask if you are allowed to read a book on the job. Explain that there is no way to leave and get a coffee.

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 below in your skit.

Scenario #5:

Cell Phone Bill

Student A:

You are a supervisor. The phone bill for one of your employees is very high. He/she has been using his/her work phone for personal use. Remind the employee he/she may only use the phone for local personal calls.

Class Questions

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

1. What is the meeting about?
2. What is the cell phone policy at this place of work?
3. Why has the employee been using his/her phone for long-distance calls?
4. How does the supervisor react when the employee explains the reason for the calls?

Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all. You can use the Notes column to change the expression to fit into your role-play.

Expressions	Notes
I need to talk to you about something.	
Your cell phone bill has gotten out of hand.	
Our policy is local calls only.	
I'm sorry to hear that.	
Yes, I've been meaning to talk to you about that.	
I'm very sorry.	
My father is ill, and I need to keep in touch with him during the day.	
I will cover the extra costs.	

Location: Office

Characters: Boss and Employee

Student B:

Your supervisor is upset about your work phone bill. You have been using your work cell phone for long-distance calls to your sick father. Apologize and offer to pay for the bill.

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 below in your skit.

Scenario #6:

Small Talk

Student A:

You are at your first interview at a restaurant. The manager invites you to go and sit on the patio. Enjoy some small talk with the manager before getting started.

Class Questions

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

1. Who are the speakers?
2. Where does the discussion take place?
3. What do the speakers talk about?
4. What will probably happen next?

Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all. You can use the Notes column to change the expression to fit into your role-play.

Expressions	Notes
It's such a nice day.	
It's great to meet you.	
The patio is beautiful.	
Was it busy today?	
Thanks for coming in.	
Shall we have a seat on the patio?	
We can't complain about this weather, can we?	
I see you have your resume with you.	

Location: Manager's Office
Characters: Job Candidate and Manager

Student B:

You are about to interview someone for a position at your restaurant. Invite the interviewee to come and join you on the patio. Engage in some small talk before the interview begins.

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 below in your skit.

Scenario #7:

Company Theft

Student A:

There is a member of your staff that you think is stealing from the company. Talk to a fellow employee about this person over coffee. Decide whether or not to bring this issue up with your boss.

Class Questions

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

1. Who are the speakers?
2. What are they talking about?
3. What do they suspect their fellow staff member of stealing?
4. Do they decide to approach the boss or not?

Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all. You can use the Notes column to change the expression to fit into your role-play.

Expressions	Notes
I've been meaning to talk to you about something.	
Have you noticed that our cash is always short when he/she is working?	
Something tells me that he/she is stealing the cash.	
Do you think we should bring this up with the boss?	
I'm glad you mentioned it.	
I have my suspicions, too.	
We don't have any hard-core proof.	
I think we should say something.	

Location: Coffee Shop
Characters: Two Employees

Student B:

A fellow staff member talks to you about another staff member while you are on a coffee break. You both suspect that a staff member is stealing from the company. Express concern that you don't have proof.

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 below in your skit.

Scenario #8:

Car Pool

Student A:

Your car broke down and is in the shop. You need a ride to and from work for the rest of the week. Ask a colleague if you can carpool with them. Offer to pay for gas and parking.

Class Questions

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

1. Who are the speakers?
2. Why does one of the speakers need a ride to work?
3. Why can't the driver take their colleague to work on Friday?
4. What does the person without the car offer to do in return for a ride?

Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all. You can use the Notes column to change the expression to fit into your role-play.

Expressions	Notes
Can I ask you a favor?	
My car broke down. It's in the shop.	
I need a ride to and from work this week.	
I'll pay for your gas and parking.	
That's no problem at all.	
I could use the company.	
I'm not driving in on Friday.	
You can take the bus with me.	

Location: Office

Characters: Two Colleagues

Student B:

A colleague asks if they can carpool with you this week. Explain that you can do it from Monday–Thursday, but not on Friday. Your spouse needs the car that day and you will be taking public transportation.

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 below in your skit.

Scenario #9:

Substitute Teacher

Student A:

You are a teacher, and you aren't feeling well. Talk to a substitute teacher on the phone. Explain what subject you are working on, and which chapter to cover.

Class Questions

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

1. Who are the speakers?
2. Why does the teacher need a substitute?
3. What subject will the substitute be covering?
4. What advice does the sick teacher give the substitute?

Useful Expressions

Here are some possible questions and statements to include in your role-play. You don't have to use them all. You can use the Notes column to change the expression to fit into your role-play.

Expressions	Notes
I left off at Chapter 5.	
Give them some time to work on their pair presentations.	
You can park in staff space #3.	
Thanks for covering for me.	
Which textbook are you using?	
Where is your classroom?	
How are the kids?	
I hope you feel better soon.	

Location: On the Phone
Characters: Teacher and Substitute Teacher

Student B:

You are a substitute teacher. Talk to a teacher about covering his/her class. Ask for a tip about the students. Ask about staff parking, too.

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 below in your skit.



Quick Cards

Scenario #1: **THE PHOTOCOPIER IS JAMMED**

Location: On the Phone

Characters: Employee and Technician

Student A:

The photocopier at your office is broken. The paper keeps jamming. You need to photocopy the newsletter by the end of the day. Call the technician and ask him/her to come in immediately.

Expressions:

- The photocopier is broken.
- The paper keeps getting jammed.
- We need it fixed ASAP.
- How soon can you come in?

Scenario #1: **THE PHOTOCOPIER IS JAMMED**

Location: On the Phone

Characters: Employee and Technician

Student B:

You are a technician for a business. A staff member calls and asks you to come in and fix a broken photocopier. Ask what's wrong with it. Explain that you can't get there until Monday.

Expressions:

- What seems to be the problem?
- Have you tried turning the power on and off?
- I'm afraid I'm booked for the day.
- The earliest I can be there is Monday morning.

Scenario #2: **RESCHEDULING**

Location: On the Phone

Characters: Supervisor and Employee

Student A:

Call an employee to tell him/her that today's meeting has to be postponed. There is a snowstorm and many of the staff members can't make it in. Provide a new time and date for the meeting.

Expressions:

- I'm afraid I have to cancel today's meeting.
- Due to the inclement weather, many staff members can't make it in.
- We're going to postpone it until Monday.
- Oh, so that doesn't work for you?

Scenario #2: **RESCHEDULING**

Location: On the Phone

Characters: Supervisor and Employee

Student B:

Your boss calls to say that today's meeting has to be postponed. Ask the reason why. Explain that the new time and date doesn't work for you because you will be away on holiday.

Expressions:

- Why can't we have the meeting?
- It was a rough drive to work.
- Next week doesn't work for me.
- I'll be away on holiday.



Quick Cards cont.

Scenario #3: **INTERIOR DECORATING**

Location: Business Lobby

Characters: Staff Member and Decorator

Student A:

You are a staff member at a business. You're meeting with an interior decorator to think about ways to brighten up the lobby. Ask for suggestions. Explain that there is a small budget.

Expressions:

- Thanks for agreeing to come in.
- As you can see, it's not a very welcoming space.
- Can you make some suggestions to brighten things up?
- We have a pretty small budget.

Scenario #3: **INTERIOR DECORATING**

Location: Business Lobby

Characters: Staff Member and Decorator

Student B:

You are an interior decorator. You have been invited in to a business for a possible job. The lobby is dark and dull. Suggest some ways to brighten up the space.

Expressions:

- I agree. You need to make some changes.
- The color is all wrong.
- Another window would help.
- If you can't afford a window, some mirrors would work.

Scenario #4: **SLEEPING ON THE JOB**

Location: Office

Characters: Boss and employee

Student A:

One of your staff members was caught sleeping on the job in a ticket booth. Have a meeting with this person. Give them a warning. Explain that they will lose their job if this happens again.

Expressions:

- You've been caught sleeping on the job.
- Is there a medical condition I should be aware of?
- If this happens again, we'll have to let you go.
- That sounds like a good solution.

Scenario #4: **SLEEPING ON THE JOB**

Location: Office

Characters: Boss and employee

Student B:

Your boss calls a meeting with you because you were caught sleeping on the job. You work in a ticket booth, and your job is very boring. Ask if you are allowed to read a book on the job. Explain that there is no way to leave and get a coffee.

Expressions:

- Would it be okay if I brought a book in to read?
- I wish someone would bring me a coffee.
- I promise it won't happen again.



Quick Cards cont.

Scenario #5: **CELL PHONE BILL**

Location: Office

Characters: Boss and Employee

Student A:

You are a supervisor. The phone bill for one of your employees is very high. He/she has been using his/her work phone for personal use. Remind the employee he/she may only use the phone for local personal calls.

Expressions:

- I need to talk to you about something.
- Your cell phone bill has gotten out of hand.
- Our policy is local calls only.
- I'm sorry to hear that.

Scenario #5: **CELL PHONE BILL**

Location: Office

Characters: Boss and Employee

Student B:

Your supervisor is upset about your work phone bill. You have been using your work cell phone for long-distance calls to your sick father. Apologize and offer to pay for the bill.

Expressions:

- Yes, I've been meaning to talk to you about that.
- I'm very sorry.
- My father is ill, and I need to keep in touch with him during the day.
- I will cover the extra costs.

Scenario #6: **SMALL TALK**

Location: Manager's Office

Characters: Job Candidate and Manager

Student A:

You are at your first interview at a restaurant. The manager invites you to go and sit on the patio. Enjoy some small talk with the manager before getting started.

Expressions:

- It's such a nice day.
- It's great to meet you.
- The patio is beautiful.
- Was it busy today?

Scenario #6: **SMALL TALK**

Location: Manager's Office

Characters: Job Candidate and Manager

Student B:

You are about to interview someone for a position at your restaurant. Invite the interviewee to come and join you on the patio. Engage in some small talk before the interview begins.

Expressions:

- Thanks for coming in.
- Shall we have a seat on the patio?
- We can't complain about this weather, can we?
- I see you have your resume with you.



Quick Cards cont.

Scenario #7: **COMPANY THEFT**

Location: Coffee Shop
Characters: Two Employees

Student A:

There is a member of your staff that you think is stealing from the company. Talk to a fellow employee about this person over coffee. Decide whether or not to bring this issue up with your boss.

Expressions:

- I've been meaning to talk to you about something.
- Have you noticed that our cash is always short when he/she is working?
- Something tells me he/she is stealing from the cash.
- Do you think we should bring this up with the boss?

Scenario #7: **COMPANY THEFT**

Location: Coffee Shop
Characters: Two Employees

Student B:

A fellow staff member talks to you about another staff member while you are on a coffee break. You both suspect that a staff member is stealing from the company. Express concern that you don't have proof.

Expressions:

- I'm glad you mentioned it.
- I have my suspicions, too.
- We don't have any hard-core proof.
- I think we should say something.

Scenario #8: **CAR POOL**

Location: Office
Characters: Two Colleagues

Student A:

Your car broke down and is in the shop. You need a ride to and from work for the rest of the week. Ask a colleague if you can carpool with them. Offer to pay for gas and parking.

Expressions:

- Can I ask you a favor?
- My car broke down. It's in the shop.
- I need a ride to and from work this week.
- I'll pay for your gas and parking.

Scenario #8: **CAR POOL**

Location: Office
Characters: Two Colleagues

Student B:

A colleague asks if they can carpool with you this week. Explain that you can do it from Monday–Thursday, but not on Friday. Your spouse needs the car that day and you will be taking public transportation.

Expressions:

- That's no problem at all.
- I could use the company.
- I'm not driving in on Friday.
- You can take the bus with me.



Quick Cards cont.

Scenario #9: **SUBSTITUTE TEACHER**

Location: On the Phone

Characters: Teacher and Substitute Teacher

Student A:

You are a teacher, and you aren't feeling well. Talk to a substitute teacher on the phone. Explain what subject you are working on, and which chapter to cover.

Expressions:

- I left off at Chapter 5.
- Give them some time to work on their pair presentations.
- You can park in staff space #3.
- Thanks for covering for me.

Scenario #9: **SUBSTITUTE TEACHER**

Location: On the Phone

Characters: Teacher and Substitute Teacher

Student B:

You are a substitute teacher. Talk to a teacher about covering his/her class. Ask for a tip about the students. Ask about staff parking, too.

Expressions:

- Which textbook are you using?
- Where is your classroom?
- How are the kids?
- I hope you feel better soon.