

English

Quick activity

Telephoning

A great way to get your students speaking is by confronting them with a day-to-day scenario which they need to act upon.

Below you find 4 different situations. Give your students enough time to familiarise themselves with the given scenario and to prepare a roleplay.

Scenario 1

You have bought a fitness tracker last year in June. Now, 10 months later the strap keeps detaching from the device. You are still within the guarantee.

Phone TrackMe and explain the situation. The representative needs further information:

- Type of tracker
- model number
- date of purchase
- the colour of the tracker and the strap

Also describe the damage in detail. Solve the issue together.

Scenario 2

You are the manager of the production line at LoveNature, a large knitwear manufacturer in Westport Ireland. A knitting machine you ordered two weeks ago has been delivered this morning but there are a few issues:

- The wrong size needles have been included
- The handlebar on the right-hand side is broken
- The software connecting the machine to the computer is not compatible

Call the manufacturer, KnitWare, and solve the problem.

Scenario 3

You are the accountant of a large clothes manufacturer, Trend Point in Germany. One of your customers is a small boutique in Chudleigh, England.

At the last fashion show 6 months ago, they have ordered a substantial amount of your range. The order had been shipped two months ago and the receipt had been signed by a guy named Alan. So far, you are still waiting for payment of the order. Call them and remind them about their outstanding invoice.

Problem:

- They had an intern called Alan who signed for the delivery but who no longer works at the boutique.
- They have never received an invoice and they have lost the order as well.

Try and solve the problem. You have a copy of the order in front of you.

Scenario 4

You work for ClarksBeanz, a family-owned coffee roastery in Southern England. You are planning a two-day roasting workshop introducing the participants to the world of coffee roasting.

‘Choose it, roast it, brew it, drink it’ is your slogan.

Your intern booked the venue two weeks ago but failed to ensure that the following requirements are met.

- A large entrance so the roasting machine can be moved into the venue
- Space for at least 20 participants
- Possibility to hang up banners with the company’s slogan
- Access to water and enough electricity points
- A beamer and a white wall
- Snacks and beverages throughout the two-day event

Call Event4All in Paignton, apologize for the intern and ensure that all requirements will be met to have a smooth and fun workshop.