

Different kinds of business communication meeting criteria board game

Refuse permission to do something face to face	Check the progress of something on the phone	Quit your job face to face	Explain a new rule to everyone by email	START Meet someone for the 1st time face to face
Ask for permission to do something by email	<p><i>Put one counter on the START square for each person who will play the game (e.g. different coins). There are no dice etc in this game – you move around the board by doing the things listed below while taking part in a roleplay following the instructions in the square you are.</i></p> <p><i>You get one point for each of these things:</i></p> <ul style="list-style-type: none"> - Successfully doing the thing the square says - Being polite - Starting well/ smoothly/ in the proper way - Ending well/ smoothly/ in the proper way - Using language you studied during your course - Using some language no one else has during this game - Avoiding silence (speaking fluently, filling all silence, thinking aloud, not pausing too much, etc) <p><i>The person who is on the square should do the thing that the square says, with someone else taking the other role (including saying what they would write in email replies and/ or emails which should be replied to). Only the person on the square gets points, and then moves one square for each point that their partners give them.</i></p> <p><i>The person who has gone furthest around the board when the teacher stops the game is the winner.</i></p>			Meet someone again face to face
Apologise for something face to face				Make first contact with someone by phone
Cancel something by email				Make first contact with someone by email
Give bad news on the phone				Eat out with a foreign guest
Give directions on how to get somewhere on the phone				Complain about something face to face
Give instructions on how to do something face to face				Respond to a complaint by telephone
Email more than one person				Respond to a complaint by email
Respond to a request on the phone				Invite someone to do something by email
Make a request by email				Respond to an invitation by phone
Make a request face to face				Reject an invitation face to face
Change an arrangement on the phone	Make an arrangement face to face	Give info on the phone	Ask for info by email	Ask for info face to face

Homework

Choose **one** of the situations below and write out an email exchange, a telephone conversation or a face to face dialogue.

1. Meet someone for the first time face to face
2. Meet someone again face to face (and just make social small talk)
3. Make first contact with someone by telephone
4. Make first contact with someone by email
5. Decide with your colleague (= co-worker) by email where to take a foreign guest for dinner
6. Decide with your colleague (= workmate) on the phone where to take a foreign guest for dinner
7. Eat out with a foreign guest
8. Complain face to face
9. Respond to a complaint by telephone
10. Respond to a complaint by email
11. Invite by email
12. Respond to an invitation on the telephone
13. Reject an invitation face to face
14. Ask for information face to face
15. Ask for information by email
16. Give information on the telephone
17. Make arrangements face to face
18. Change arrangements on the phone
19. Make requests face to face
20. Make requests by email
21. Respond to requests on the phone
22. Email more than one person
23. Give instructions on how to do something face to face
24. Give directions on the phone
25. Give bad news on the phone
26. Cancel something by email
27. Apologise face to face
28. Ask for permission by email
29. Refuse permission face to face
30. Check the progress of something on the phone
31. Quit your job face to face
32. Explain a new rule to everyone by email

As in the speaking game, you will get marks (= a good grade) for:

- **successfully doing** the thing that the square says
- being **polite**
- **starting well**/ smoothly/ in the proper way
- **ending well**/ smoothly/ in the proper way
- using the **language that you studied** during the course

There is **no particular word limit** as long as you do all the things above well.

