

## **Telephoning roleplays dice game**

*Roll the dice twice, the first time to choose which section below and the second to decide which of the 6 things in that section you must roleplay. Your partner will then rank your performance: 1 = OK, 2 = fairly good, 3 = very good, 4 = (almost) perfect. Roll the dice that many times (= three times if your performance was very good). The highest number from those throws is your score for that round, e.g. four points if you rolled 1, 3 and 4.*

### **1. Who you are phoning**

1. Bus, train or taxi company
2. Hotel
3. Colleague/ Manager
4. Reception/ Switchboard
5. Bar/ Restaurant
6. Helpline

### **2. Functions 1**

1. Enquiry
2. Making arrangements
3. First contact
4. Order
5. Requesting
6. Booking

### **3. Functions 2**

1. Inviting
2. Complaint
3. Bad news
4. Changing/ Cancelling
5. Checking/ Confirming
6. Following up

### **4. Functions 3**

1. Deciding
2. Delaying
3. Demanding payment
4. Negotiating
5. Asking for permission
6. Reminding of a deadline

### **5. Topics**

1. Contact details
2. Instructions
3. Email/ Webpage/ Document
4. Feedback
5. Progress
6. Sales

### **6. Problems/ Difficult situations**

1. Away/ Out/ Unavailable
2. Loud/ Noise
3. Not sure
4. Personal/ Sensitive
5. Quick/ Short
6. Wrong