**Telephoning roleplays dice game**

*Roll the dice twice, first to choose which section below to look at and the second time to decide which of the six things in that section you must roleplay, with you following those instructions and your partner as the person or people you speak to. Then take turns doing the same. It may help to discuss the situation more before you start the calls.*

**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

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