

**Role card 1A**

You booked a General English course for two weeks at The English School.

The course starts next Monday, but you want to change it to a course one month later.

Phone the school.

Role card 1B

You are a receptionist at The English School.

There are courses available next month.

Students who change courses must pay an extra £50.

Role card 2A

You work for HBS and you are Mrs Forster's secretary.

Mrs Forster is busy – she is in a meeting.

Ask if you can take a message.

Role card 2B

You need to phone a company called HBS for your job.

You want to speak to Mrs Forster.

If you can't speak to her, you would like her to call you back.

Phone the company.

Role card 3A

You are at home and you are bored. You want to do something with your friend.

You would like to go to the cinema or see a play.

Ask your friend for ideas.

Phone your friend.

Role card 3B

You are at home and you are bored. You want to meet a friend.

The weather is nice and so you would like to do something outside.

Role card 4A

Your uncle owns a restaurant called The Borough Lounge (spell this to your friend).

The phone number is 020 87973 2047.

It is best to phone in the afternoon when the restaurant is not busy.

Role card 4B

You are looking for a job in a restaurant as a waiter/waitress.

Your friend's uncle owns a restaurant, but you can't remember the name of the restaurant.

You need the restaurant's telephone number.

Phone your friend.