

6B COMMUNICATIVE What's the problem?

Student A

Roleplay 1 You're a waiter / waitress in a restaurant. **B** is a customer.

It's Saturday night and you think that you're going to be very busy. This is good because the restaurant hasn't been very full recently. If the restaurant closes, you'll lose your job and so you always do everything you can to keep your customers happy and make good tips. You smile a lot, listen, and remember that the customer is always right! It's 8.20 in the evening and **B** walks into the restaurant with his / her partner.



- Greet **B**. Ask his / her name, if he / she has a reservation, and at what time. Apologize and explain why **B** can't have the table he / she wants (**B**'s 20 minutes late, the restaurant's busy, it's Saturday night. You gave the table to another couple.).
- The only table that you have left is one at the back of the restaurant in a corner next to the kitchen. Offer it to **B**. Convince **B** to take it (it's intimate, dark, quiet, perfect for a romantic evening).
- A short time later **B** calls you back to the table. He / She has several problems. Try to deal with them politely. You don't want **B** to leave. However, bear in mind the following:
 - There are no other free tables, though there should be one in 30 minutes.
 - Most customers really like the music.
 - The kitchen is very busy because one of the cooks is ill, and **B** arrived at the same time as a lot of other customers.

Begin the roleplay. You start the conversation: *Hi. Can I help you?*

Roleplay 2 You're a customer. **B** is a shop assistant.



You recently bought a pair of jeans from a shop you go to regularly. When you tried the jeans on in the shop, you loved them! But when you wore them out to an Italian restaurant last night, you didn't like how they looked. You've also seen that there's something red on one of the legs. You're 90% sure you didn't spill anything on the jeans, so the mark must have been there when you bought them. You decide to take them back to the shop. You don't want another pair, you want your money back, as the jeans don't suit you. Unfortunately you threw away the receipt. You go into the shop. **B** is the only shop assistant and not the person who served you before.

- Explain you're a regular customer, how long you've been coming to the shop, and that you have a problem with a pair of jeans you bought here.
- Tell **B** when you bought the jeans exactly (date, time, physical description of the shop assistant who served you). Don't mention the mark yet.
- When **B** asks you what's wrong with the jeans, explain about the mark on them, and that you want a refund.
- If **B** asks you if you have worn the jeans, tell the truth.
- Tell **B** you'll never come to the shop again if you don't get your money back.

Begin the roleplay. **B** will start the conversation.

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Student B

Roleplay 1 You're a customer in a restaurant. **A** is a waiter / waitress.

You're excited because you're on a first dinner date and you've organized the perfect evening, so nothing could go wrong... or could it? You arrive at the restaurant at 8.20.

- Ask for your table. Your booking was for 8 p.m. and you know that you're only 20 minutes late.
- You are unhappy because:
 - the table you've got is next to the kitchen which means it's noisy and hot.
 - the music is too loud; you're getting a headache and you can't hear your date speak.
 - your food hasn't arrived although you're sure you ordered it 20 mins ago.
- Call **A** and ask him / her to deal with your problems. You don't really want to leave, because it's Saturday night and you probably wouldn't find anywhere else, but you want a good explanation and compensation of some kind.



Begin the roleplay. **A** will start the conversation.

Roleplay 2 You're a temporary shop assistant in a clothes shop and **A** is a customer.



The shop hasn't been selling many clothes recently. Is it because of the financial crisis? Your main objective is to keep all your customers happy. If you have customers, the shop stays open and you have a job! Today, you've been working for eight hours and your feet are killing you! The shop closes in ten minutes and you just want to get home and relax. A customer (**A**), has just walked through the door and is coming towards you.

- Ask **A** when he / she bought the jeans. Try to get him / her to be quick and not give you irrelevant information. Smile a lot.
- Ask **A** what the problem is and see what solution he / she would like. Does **A** have the receipt?
- You examine the mark and it looks like tomato sauce! You think **A** has worn the jeans! Ask politely if he / she has worn them and when.
- You can't give **A** his / her money back without a receipt, or if the customer caused the problem with the jeans. The most you can do is exchange them.
- Try to find a solution. You don't want to lose a customer!

Begin the roleplay. You start the conversation: *Hello, can I help you?*