

Asking for personal information

Dialogue prompts for role play



What is your name?

My name is Fatima.

Where do you live?

I live in Beeston.

Where are you from?

I am from Pakistan.

Which languages do you speak?

I speak Urdu.

Are you married?

Yes I am.

Do you have any children?

Yes. I have two children.

How old are they?

They are 3 and 5 years old.

Are they boys or girls?

I have one boy and one girl.

Do you work?

No. I am a housewife.

Do you like England?

No. It is too cold for me.

A bus journey

Dialogue prompts for role play



Passenger 1: You are going to get on a bus and ask the driver if the bus goes to Leeds University.

Driver: Tell the passenger that you do.

Passenger 1: Ask for a single.

Driver: Tell the passenger the price is £1.90.

Passenger 1: You do not hear the driver so you ask for confirmation.

Driver: Tell the passenger the price again.

Passenger 1: Thank the driver.

Driver: Thank the passenger.

Passenger 1 : Ask another passenger if you can sit down.

Passenger 2 : Tell the passenger that she can.

Passenger 1 : Ask if she knows where the university is.

Passenger 2 : Say that you do and ask if she is getting off there.

Passenger 1 : Say that you are.

Passenger 2 : Say that you will let her know when you get there.

Passenger 1 : Thank her.

Passenger 2 : Reply.

A bus journey

Dialogue prompts for role play



Passenger 1 : Hi there. Do you go to Leeds University please?

Driver : Yes love.

Passenger 1 : Ok. Could I have a single there please?

Driver : Yes. That's £1.90.

Passenger 1 : Sorry?

Driver : £1.90.

Passenger 1 : Ok. Thank you.

Driver : Thanks.

Passenger 1 : Excuse me could I sit down please?

Passenger 2 : Yes of course.

Passenger 1 : Do you know where the University is please?

Passenger 2 : Yes. Are you getting off there?

Passenger 1 : Yes that's right.

Passenger 2 : I'll let you know when we get there.

Passenger 1 : That's kind of you, thank you.

Passenger 2 : That's ok.

Passenger 2 : This is the University here.

Passenger 1 : Ok thank you very much. Bye now.

Passenger 2 : Bye. Have a good day.

Now can you think of any other conversations you might have on a bus?

Going to the bank

Dialogue prompts for role play



Putting a cheque into an account

Customer : Hello, I'd like to put this cheque into my account please.

Cashier : Ok, could I have your bank card please?

Customer : Yes, here it is.

Cashier : Thank you. That is in your account.

Customer : Could you tell me how much is in the account please?

Cashier : Yes, please sign here.

Customer : Yes, of course.

Cashier : There you are.

Customer : Ok, thank you. Have a good day.

Cashier : And you. Bye.

Going to the bank

Dialogue prompts for role play



Opening a new account

Customer : Hello, I would like to open an account with you please.

Cashier : Ok, which type of account would you like?

Customer : I just need a current account.

Cashier : Right, I'll need to make you an appointment with one of our advisers.
Could you come in on Saturday at 11am?

Customer : Let me just check. No, I'm sorry I'm busy then. I could come in at 2.30.

Cashier : Ok, that's fine. What's your name please?

Customer : Penny Smith.

Cashier : Could you spell that for me?

Customer : P E N N Y S M I T H

Cashier : Would you like me to print you a letter with the appointment details on?

Customer : Ok, yes please.

Cashier : There you are. You will need to bring in some form of ID, like a passport or driving licence and proof of address, for example, a utility bill.

Customer : Right, thanks for your help.

Cashier : Thanks Miss Smith, bye now.

Now can you think of any other conversations you might have with a cashier?

Going shopping

Dialogue prompts for role play



At the Post Office

Customer : Hello. Could I have fourteen second class stamps please?

Cashier : Yes of course. That will be £7 please.

Customer : There you are. Thank you.

Cashier : Thank you. Anything else?

Customer : No thanks. Bye.

Cashier : See you later.

Customer : Hi there. Can I send this parcel to China please?

Cashier : Yeah. Put it on the scales please. Does it have anything valuable in it?

Customer : No it doesn't.

Cashier : What does it contain?

Customer : Just a book.

Cashier : Ok. That's £7.52 please.

Customer : There you are. Thanks.

Cashier : Thank you. Goodbye.

Customer : Bye.

Going shopping

Dialogue prompts for role play



At the grocers

In the queue

Customer 1 : Isn't it a nice day?

Customer 2 : Yes, lovely.

Customer : Hello. Can I have a pound of carrots please?

Grocer : Ok, anything else?

Customer : Er...and one cauliflower.

Grocer : There you are.

Customer : And a bunch of parsley please.

Grocer : That's £3.35 please. Do you have anything smaller?

Customer : No. Sorry.

Grocer : Ok. There's your change

At the newsagent

Customer : Hiya. Just this please.

Newsagent : Ok. That's £2.20 please.

Customer : Thank you.

Newsagent :Thanks.

Customer : Oh and could I have 10 sherbet lemons?

Newsagent : Yes, of course. That's £3.10 altogether.

Customer : Thank you. Goodbye.

Newsagent : Thanks. Bye.

At the butchers

Customer : Hello. Please could I have 8 rashers of bacon?

Butcher : Yes, OK. Which bacon would you like?

Customer : This one please.

Butcher : Anything else?

Customer : Yes, 450 grams of mince please.

Butcher : That's £5.30 please.

Customer : Ok. Thank you. There you are.

Butcher : Thanks. Bye bye.

Customer : Goodbye.

Cancelling and changing appointments

Dialogue prompts for role play



Receptionist : Hello, Burton Croft Surgery

Patient : Hello, I have an appointment that I need to cancel please.

Receptionist : Ok, what is your name please?

Patient : Wanda Templeton

Receptionist : And what is the doctor's name?

Patient : Oh I can't remember, sorry

Receptionist : That's ok I'll look it up. What time is the appointment?

Patient : At 2 o'clock tomorrow.

Receptionist : So you can't make it tomorrow?

Patient : That's right.

Receptionist : Do you want me to make you another appointment then?

Patient : No actually I will call back

Receptionist : Ok no problem

Patient : Right thanks very much

Receptionist : Thank you for letting us know, bye.

Patient : Bye now

Receptionist : Hello, Holly Bush Surgery

Patient : Oh Hi. I have an appointment today that I need to change please. I have realised I have another appointment at the same time. Sorry about that.

Receptionist : Ok, what is your name please?

Patient : Sally Reynolds

Receptionist : And what time is the appointment?

Patient : It's at 3pm

Receptionist : Oh yes and when do you want to change it to?

Patient : Tomorrow afternoon?

Receptionist : We have 4.30 pm with Dr Peckham?

Patient : That is fine

Receptionist : Can I take your date of birth?

Patient : Yes it is the 4th of March 1966.

Receptionist : Ok. That is booked for you tomorrow at 4.30

Patient : Great thanks

Receptionist : Thank you bye

Patient : Bye

Calling for an application form

Dialogue prompts for role play



Job seeker: Hello, could you send me an application form for the cleaning job please?

Receptionist : Yes, of course, what is your name please?

Job seeker: It's Maggie Smith

Receptionist : Could you spell that for me please?

Job seeker: M A G G I E S M I T H

Receptionist : Ok, and what is your email address?

Job seeker: maggiesmith546@hotmail.com

Receptionist : Right, I will send the form to you.

Job seeker: Thank you. What is the closing date for applications please?

Receptionist: I'm not sure, I will find out for you. Can you hold the line please?

Job seeker: Yes, that's fine.

Receptionist: Hello, the application form needs to be in by 12pm on Monday the 16th of June.

Job seeker: Ok, thank you for your help.

Receptionist: Thank you, goodbye.

Job seeker: Goodbye

Calling about a job

Dialogue prompts for role play



Job seeker: Hello, I'm calling about the cleaning job.

Receptionist : Oh yes, where did you see the job advertised?

Job seeker: In the newsagents on Harehills Lane.

Receptionist : Ok it is for a private household and they are looking for someone with experience. We are the agency acting on their behalf.

Job seeker: Well I do have experience and I would like to apply please.

Receptionist : I will need to get my colleague to call you back to go through some questions with you.

Job seeker: Yes, that is fine.

Receptionist : Right, what is your phone number please?

Job seeker: 07761 235956

Receptionist : And your name?

Job seeker: Jonathon Bates.

Receptionist: Ok my colleague will give you a call back. Are you available to speak to her tomorrow afternoon?

Job seeker: At what time will she call?

Receptionist: It will be 2pm.

Job seeker: Ok thanks. How many hours a week is the job please?

Receptionist: It is 12 hours a week.

Job seeker: And where is the job based?

Receptionist: It is in the city centre.

Job seeker: And what hours would I be working?

Receptionist: It is from 9am until 12 noon, Monday to Thursday.

Reporting absence

Dialogue prompts for role play



Reporting absence

*When calling in sick you need to give your name, the class name and where the class is held. **Remember to speak very clearly.***

Manager: Hello? Al Garthwaite speaking.

Learner: Hello. My name is Fatima Patel. I am ill today so I am not coming to my ESOL class at Ingram Road School.

Manager: Oh I see.

Learner: Could you tell Jenny for me please?

Manager: Let me just write this down. Can you hold the line please?

Learner: Yes, of course. Could you ask Jenny to give Sarah Bibi the handouts and homework for me please?

Manager: That's fine, I will tell her. Thank you for letting me know.

Learner: Ok. Thank you, bye.

Manager: Bye now.

How would you leave a message on a voicemail with the above information?

Would it be something like this?

Hello. My name is Fatima Patel. I cannot come to Jenny's ESOL class today because I am ill. The class is at Ingram Road School. Thank you.

How would you write a text message giving the information needed?