

ROLE PLAY: GOING SHOPPING

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

1. USEFUL PHRASES

Customer

Excuse me. Could you help me?
I'm looking for ...
Do you have this in a different size / colour?
Can I try it on?
How much is it?
I'll take it, please.
Can I pay by card?
I'd like to return these ...
One side doesn't work.

Shop assistant

Of course. What are you looking for?
What size do you need?
Would you like to try it on?
The changing rooms are over there.
That comes to ...
Would you like a bag?
Here's your receipt.
Do you have the receipt?
Would you like a new pair or a refund?

2. MODEL CONVERSATIONS

A. BUYING A JACKET

Assistant: Hi. Can I help you find anything?
Customer: Yes, please. **I'm looking for** a light jacket for walking to work.
Assistant: These might suit you. **What size do you need?**
Customer: Medium, usually. I like this one. **Do you have this in a different colour?**
Assistant: Yes, here's the blue one. **Would you like to try it on?**
Customer: Please. **How much is it?**
Assistant: It's forty-five pounds. **The changing rooms are over there.**
Customer: Thanks. ... This feels a bit tight when I move my arms. Could I try a large?
Assistant: Of course. Here's a large in blue.
Customer: That's much better. **I'll take it, please. Can I pay by card?**
Assistant: Yes, just at the till. **Would you like a bag?**
Customer: No, thanks. I'll put it in my backpack.

B. RETURNING HEADPHONES

Customer: Excuse me. **I'd like to return these headphones.** I bought them here yesterday.
Assistant: I'm sorry to hear that. What's wrong with them?
Customer: **One side doesn't work.** I've tried them with my phone and my laptop.
Assistant: Thanks for checking. **Do you have the receipt?**
Customer: Yes, here it is. I still have the box, too.
Assistant: That's helpful. **Would you like a new pair or a refund?**
Customer: A new pair, if you have the same model. They fit really well.
Assistant: We do. I'll get another pair. Would you like to test them before you leave?
Customer: Yes, please. I don't want to come back again tomorrow.
Assistant: Of course. You can connect them to your phone here.
Customer: Both sides work now. Thanks for sorting that out.
Assistant: You're welcome. Here's the replacement pair and your receipt.

Notice how the customer gives details, asks follow-up questions and responds to the options.

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3. ROLE-PLAY CARDS

Work in pairs. Read only your own role. Decide what to say; don't write a full script. Find a solution, then swap roles and change one detail.

ROLE PLAY 1: FINDING THE RIGHT T-SHIRT

Student A - Customer

You need a black T-shirt for a school event. You usually wear large, and you can spend up to 20 pounds.

Ask about size, price and trying it on. If black isn't available, ask about another option. Decide what to buy, or politely leave it.

Student B - Shop assistant

The black T-shirt costs 18 pounds, but you only have medium. You have large in navy blue for 18 pounds and a black sports T-shirt in large for 24 pounds.

Find out what the customer needs. Explain the options, offer the changing room and check how they want to pay.

ROLE PLAY 2: CHOOSING A BIRTHDAY GIFT

Student A - Customer

You need a birthday gift for a friend who likes drawing and taking photos. Your budget is 20 pounds.

Ask for ideas and find out about the items. Choose a gift, or a combination of items, within your budget. Ask about gift wrapping.

Student B - Shop assistant

You have a sketchbook for 12 pounds, coloured pencils for 7 pounds and a photo frame for 15 pounds. Gift wrapping is free.

Ask about the friend's interests and the budget. Suggest suitable choices, answer questions and tell the customer the total.

ROLE PLAY 3: A PROBLEM WITH HEADPHONES

Student A - Customer

You bought headphones yesterday for 25 pounds. One side doesn't work. You have the receipt and the box, and you need working headphones today.

Explain the problem. Ask what the shop can offer. Find out enough to choose a replacement or a refund.

Student B - Shop assistant

The same model is out of stock. Another model costs 25 pounds, but it has a different shape. You can offer that pair or a full refund.

Apologise, ask for the receipt and explain both options. Offer to let the customer test the replacement before deciding.

After each role play: Say what you agreed and which phrase helped. Repeat with a new size, budget or product.

Teacher note: Allow 2-3 minutes to prepare and 3-4 minutes to speak. Encourage follow-up questions rather than reading the model word for word.