

ROLE PLAY: BUYING TRAIN TICKETS

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

1. USEFUL PHRASES

Passenger

I'd like a return ticket to ...
What time is the next train?
Which platform does it leave from?
Do I need to change?
Is there a cheaper ticket?
Can I use this ticket on another train?
Could you check my connection?

Ticket clerk

Single or return?
What time would you like to travel?
You need to change at ...
The train is running late.
Let me check your ticket.
Please check the departure board.
The total is ...

2. MODEL CONVERSATIONS

A. CHOOSING A TRAIN

Passenger: I'd like a return ticket to Oxford, please. I need to be there before eleven.

Clerk: Certainly. **What time would you like to travel back?**

Passenger: After five this evening. **What time is the next train?**

Clerk: Ten fifteen. It arrives at ten fifty, and a return costs 28 pounds.

Passenger: **Is there a cheaper ticket**, if I travel a little later?

Clerk: There is one for 22 pounds, but that train doesn't arrive until eleven thirty.

Passenger: Then I'd better take the earlier one. **Do I need to change?**

Clerk: No, it's direct. Your return ticket can be used after five this evening.

Passenger: Good. **Which platform does it leave from?**

Clerk: Platform four at the moment. **Please check the departure board** before going there.

Passenger: I will. Can I pay by card?

Clerk: Of course. Here are your tickets; the travel times are printed on them.

B. A DELAYED CONNECTION

Passenger: Excuse me. The board says my train is delayed. **Could you check my connection?**

Clerk: Certainly. Where are you travelling to, and when is the connection?

Passenger: To Bath. I change at Reading at three ten.

Clerk: **The train is running late** by about twenty minutes. You may not make that connection.

Passenger: What should I do if I miss it?

Clerk: **Let me check your ticket.** For this journey, you can take the next connection if this delay makes you miss yours.

Passenger: Do I need to buy another ticket?

Clerk: Not for that connection. Keep this ticket and ask the staff at Reading which train to use.

Passenger: All right. Is my first train still leaving from platform seven?

Clerk: It is now, but keep checking the board in case that changes.

Passenger: Thanks. I was worried I'd be stuck at Reading.

Clerk: There are later trains. I'll write down the next available one so you have the details.

Notice how the speakers give details, ask follow-up questions and respond to each other.

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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: A SINGLE TICKET

Student A - Passenger

You want a single ticket to Bristol tomorrow. You need to arrive by ten and would prefer to spend no more than 30 pounds. Ask about departure times, price and whether you need to change.

Student B - Ticket clerk

An early direct train arrives at nine thirty and costs 34 pounds. A later train costs 26 pounds but arrives at ten fifteen. Ask which requirement matters most and help the passenger choose without hiding the difference.

ROLE PLAY 2: CHANGING A TICKET

Student A - Passenger

You can't travel today and want to go on Friday instead. You have your booking details. Ask whether the ticket can be changed and what the total extra cost would be before agreeing.

Student B - Ticket clerk

For this fictional booking, changes are allowed. There is a 5-pound change fee; Friday morning costs 8 pounds more, while Friday afternoon has no fare difference. Explain both options and confirm the customer's choice.

ROLE PLAY 3: MISSING A TRAIN

Student A - Passenger

You missed your train because your bus was late. You're not sure whether your ticket is for one train only. Show the ticket and ask what you can do next.

Student B - Ticket clerk

This ticket is valid only on the booked train. Check it before explaining that rule. Offer a new ticket: 18 pounds for a train in twenty minutes or 12 pounds for one in an hour. Let the passenger weigh time against cost.

After each role play: Say what you agreed and which phrase helped. Repeat with one new detail.

Teacher note: Prepare for 2-3 minutes and speak for 3-4 minutes. Encourage follow-up questions, not memorised scripts. Prices, times and service rules in this lesson are fictional.