

ROLE PLAY: AT A PETROL STATION

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

1. USEFUL PHRASES

Driver

I'd like to pay for my fuel.
I used pump number ...
Can I pay by card?
Could I have a receipt?
Where is the air machine?
How much is the car wash?
Could you help me with this?

Cashier / attendant

Which pump did you use?
The total is ...
You can pay inside.
Which wash would you like?
Please follow the instructions on the sign.
Let me check that for you.
I'll show you where it is.

2. MODEL CONVERSATIONS

A. PAYING FOR FUEL

Driver: Hi. I'd like to pay for my fuel. I used pump number four.

Cashier: Thank you. That's forty-eight pounds. Anything from the shop today?

Driver: Just this bottle of water. Can I pay by card?

Cashier: Yes. The total is forty-nine pounds fifty, including the water.

Driver: There you are. Could I have a receipt? I'm claiming the fuel back from work.

Cashier: Certainly. Would you like the shop purchase shown separately?

Driver: Yes, please. I don't need to claim for the water.

Cashier: No problem. Here are the two receipts.

Driver: Thanks. Is there somewhere I can park while I drink the water?

Cashier: There are marked spaces beside the shop, away from the pumps.

Driver: Great. I'll move there so the next driver can use the pump.

Cashier: Thank you. Have a good journey.

B. ASKING ABOUT THE CAR WASH

Driver: Hello. How much is the car wash? I haven't used this one before.

Attendant: The basic wash is six pounds. The wash with drying is nine.

Driver: What does the basic one include?

Attendant: A wash and rinse. It doesn't include the drying stage.

Driver: I'll choose that. Do I pay here or at the machine?

Attendant: Here. I'll give you a code to enter at the wash entrance.

Driver: Is it the entrance beside the air machine?

Attendant: Yes. I'll show you where it is. There's a sign before you enter.

Driver: Should I just drive straight in when the light changes?

Attendant: Please follow the instructions on the sign for this machine. Ask the attendant there if anything is unclear.

Driver: All right. I don't want to guess what to do.

Attendant: That's sensible. You can stop at the entrance and ask before starting the wash.

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: PAYING FOR FUEL

Student A - Driver

You've filled up at pump six and picked up a snack. Ask to pay, check the total and request a separate fuel receipt for work. The fuel total is 36 pounds; the snack is 2 pounds.

Student B - Cashier / attendant

Confirm the pump before charging. Fuel is 36 pounds and the snack is 2 pounds. Ask whether a separate receipt is needed, explain the combined total and take payment. Don't add an unrelated charge.

ROLE PLAY 2: CHOOSING A CAR WASH

Student A - Driver

You want a car wash and can spend up to 8 pounds. Ask what the available washes include and where to start. You've never used this machine, so ask where to find the instructions.

Student B - Cashier / attendant

The basic wash is 6 pounds; the wash with drying is 9 pounds. Explain the price difference, sell the chosen wash and point out the entrance. Refer operation questions to the posted instructions or the wash attendant; don't invent steps.

ROLE PLAY 3: ASKING ABOUT A TYRE

Student A - Driver

One tyre looks much lower than the others. You're not sure whether it's flat. Ask a staff member where you can get help rather than assuming an air machine will solve it.

Student B - Cashier / attendant

You aren't a mechanic and can't confirm whether the tyre is safe. Explain that clearly, identify the waiting area and offer help contacting roadside assistance. Don't recommend driving on it or give an invented tyre pressure.

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.