

ROLE PLAY: AT A CONVENIENCE STORE

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

1. USEFUL PHRASES

Customer

Do you sell ...?
Where can I find ...?
Is there another option?
How much is this?
Could I have a bag, please?
Can I pay by card?
This item isn't in my bag.

Shop assistant

It's in aisle ...
What kind do you need?
We've run out of that.
Would this one work?
The total is ...
Would you like a receipt?
Let me check your receipt.

2. MODEL CONVERSATIONS

A. FINDING A CHARGING CABLE

Customer: Excuse me. **Do you sell** charging cables? I left mine at home.

Assistant: Yes. **What kind do you need?**

Customer: I'm not sure what it's called. Could I show you the socket on my phone?

Assistant: Of course. This cable has the right connector. **It's in aisle** three, beside the batteries.

Customer: Thanks. **How much is this?** There are two different prices on the shelf.

Assistant: The short one is six pounds, and the longer one is nine.

Customer: I'll take the short one. Does it come with a plug for the wall?

Assistant: No, it's only the cable. Do you already have a plug with a USB socket?

Customer: Yes, I have one at the hotel. I just need the cable.

Assistant: Then the short one should be the option you need. Keep the receipt in case there's a problem.

Customer: I will. Could you show me where the water is as well?

Assistant: At the back of the shop, in the fridge on the left.

B. SOMETHING LEFT AT THE CHECKOUT

Customer: I was here about ten minutes ago. **This item isn't in my bag** - the sandwich I paid for.

Assistant: I'm sorry. **Let me check your receipt.**

Customer: Here it is. I bought a sandwich, juice and some apples.

Assistant: Yes, the sandwich is listed. Let me check behind the counter too.

Customer: I think I packed the other things while you were putting it through the till.

Assistant: Here it is. It was left beside the card reader. I'm sorry I didn't notice.

Customer: That's all right. I came back as soon as I realised.

Assistant: Would you like me to put it in a small bag?

Customer: No, thanks. There's room in this one now.

Assistant: Here you are. **Would you like a receipt** with a note that you've collected it?

Customer: Yes, please. That would be helpful.

Assistant: Of course. I've marked it here so there's no confusion if you need to contact us.

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: SNACKS FOR A JOURNEY

Student A - Customer

You need snacks and drinks for a train journey. Your budget is 8 pounds. Ask where to find fruit and sandwiches, then choose enough for one person. You already have a shopping bag.

Student B - Shop assistant

Apples are 1 pound, sandwiches are 4 pounds, juice is 2 pounds and water is 1 pound. Fruit is beside the door; sandwiches and drinks are in the back fridge. Help the customer choose and confirm the total.

ROLE PLAY 2: AN ITEM LEFT BEHIND

Student A - Customer

Your receipt shows a sandwich, but it isn't in your bag. Return to the shop, explain when you paid and ask for the purchase to be checked. You're not sure whether you left it at the till.

Student B - Shop assistant

Ask for the receipt and check the counter before assuming the item was never packed. The sandwich is beside the till. Apologise, confirm it's the correct one and return it without charging again.

ROLE PLAY 3: SHOPPING BEFORE CLOSING

Student A - Customer

It's nearly closing time, and you need milk and something for breakfast. You have 5 pounds. Ask what is available and choose an alternative if the usual item has sold out.

Student B - Shop assistant

The shop closes in ten minutes. Milk is 2 pounds; bread has sold out. Small cereal packs cost 2 pounds and bananas cost 1 pound. Explain the alternatives, give clear locations and check the customer has what they need.

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.