

ROLE PLAY: BUYING MUSEUM TICKETS

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

1. USEFUL PHRASES

Visitor

I'd like two tickets, please.
Is there a student discount?
Is the exhibition included?
What time does the tour start?
How long does it last?
Where is the entrance?
Is there a lift?

Ticket seller

Would you like an audio guide?
The special exhibition costs extra.
The museum closes at ...
You need to book a place.
The entrance is on the left.
Here's a map.
Let me check availability.

2. MODEL CONVERSATIONS

A. CHOOSING TICKETS

Visitor: Hello. **I'd like two tickets, please.** One adult and one student.

Seller: Certainly. Could I see your student card?

Visitor: Here it is. **Is the exhibition included** in the ticket?

Seller: The main collection is. **The special exhibition costs extra** - five pounds per person.

Visitor: We'd like to see the photography exhibition. Is that the special one?

Seller: Yes. Main tickets are ten pounds for adults and six for students, so the total with that exhibition is 26 pounds.

Visitor: That's fine. We'd like to see the photography exhibition first.

Seller: **Would you like an audio guide?** They're three pounds each, or you can use the written guide in each room.

Visitor: We'll use the written guide today. What time do you close?

Seller: **The museum closes at** six. The special exhibition closes at five thirty.

Visitor: Thanks. We'll see the photographs first so we don't miss them.

Seller: Good plan. **Here's a map.** The exhibition entrance is marked in blue.

B. JOINING A GUIDED TOUR

Visitor: Excuse me. **What time does the tour start?** We're here for the first time.

Seller: The next one starts at two thirty. **You need to book a place.**

Visitor: **How long does it last?** We have to leave at three.

Seller: About an hour, so that tour may not suit you.

Visitor: Is there a shorter option?

Seller: There's a twenty-minute introduction to the main gallery at two. It's free with your ticket.

Visitor: That sounds better. Could we book two places for that?

Seller: Of course. **Let me check availability.** There are four places left.

Visitor: Great. **Where is the entrance** for the group?

Seller: Meet beside the big clock in the main hall, not at the outside entrance.

Visitor: Thank you. We'll be there a few minutes before two.

Seller: Good. Tell the guide your names when you arrive so they can check the list.

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 FAMILY VISIT

Student A - Visitor

You want tickets for two adults and two children, aged seven and thirteen. You can spend up to 30 pounds. Ask whether a family ticket or separate tickets cost less, and what is included.

Student B - Ticket seller

Adult tickets are 10 pounds and children's tickets are 6 pounds. A family ticket for two adults and two children costs 28 pounds. It includes the main museum, not the special exhibition. Explain the comparison and show the entrance.

ROLE PLAY 2: A SPECIAL EXHIBITION

Student A - Visitor

You have a main museum ticket and want to see the special exhibition. You have 8 pounds left and forty minutes before leaving. Ask about extra cost, closing time and an audio guide before deciding.

Student B - Ticket seller

The exhibition costs 5 pounds extra and closes in thirty minutes. Its audio guide is 3 pounds, but it takes about forty-five minutes to hear everything. Explain the limits and suggest the written guide as another option.

ROLE PLAY 3: PLANNING AN ACCESSIBLE VISIT

Student A - Visitor

You're visiting with a friend who uses a wheelchair. Ask about a step-free entrance, lifts and how to reach the special exhibition. Don't assume the nearest entrance is suitable.

Student B - Ticket seller

The main entrance has steps; the side entrance on River Street is step-free. Lifts reach every public floor. The special exhibition is on the second floor. Explain the route clearly, offer a map and ask whether more help is needed.

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.