

ROLE PLAY: GOING SHOPPING

B1-B2 | Teens / Adults | Speaking + Functional Language | 45-55 minutes

1. USEFUL PHRASES

Customer

I was wondering if I could exchange this.
It doesn't fit quite right.
Would it be possible to ...?
Could you clarify what that means?
I'd prefer ... if possible.
What alternatives are available?
Would I need to pay the difference?
I'd like a refund, please.

Shop assistant

Do you have proof of purchase?
Let me check what we have in stock.
I'm afraid that size is sold out.
We could order one for you.
The difference would be ...
There's no extra charge.
Would that work for you?
I'll arrange that for you.

2. MODEL CONVERSATIONS

A. EXCHANGING A JACKET

Customer: Hi. I was wondering if I could exchange this jacket. The sleeves are too short.

Assistant: Of course. Do you have proof of purchase?

Customer: Yes, here's the receipt. I bought it on Saturday, and the tags are still attached.

Assistant: Thanks. Let me check what we have in stock. ... I'm afraid that size is sold out in blue.

Customer: Oh, that's a shame. What alternatives are available? I need it for a trip on Friday.

Assistant: There's a large in green, or we could order a blue one. Delivery takes about a week.

Customer: Then ordering won't help. Could I try the green one before deciding?

Assistant: Certainly. ... How does that feel?

Customer: Much better, actually. The label says 60 pounds, but I paid 45. Would I need to pay the difference?

Assistant: No, it's the same jacket. The sale price still applies, so there's no extra charge.

Customer: Great. I'll exchange it for this one, then.

Assistant: No problem. I'll arrange that for you and give you an exchange receipt.

B. A FAULTY BACKPACK

Customer: Excuse me. The zip on this backpack broke yesterday. I only bought it last week.

Assistant: I'm sorry about that. Could you show me what's happened?

Customer: Here. It keeps opening at the bottom, even when the bag's almost empty.

Assistant: I see. Have you got the receipt with you?

Customer: Yes. I'd prefer a replacement if possible. I use it for work every day.

Assistant: We have the same model, but only in red. More black ones are due next month.

Customer: Red isn't really what I want. Is there another black backpack at the same price?

Assistant: This one is 50 pounds, ten more than yours. It's a little bigger, too.

Customer: Thanks, but that's more than I wanted to spend. I'd like a refund, please.

Assistant: Certainly. I can return the payment to the card you used. Have you brought it?

Customer: Yes, here it is. Will I get something to confirm the refund?

Assistant: Absolutely. I'll give you a refund receipt. Keep it until the payment shows in your account.

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: AN EXCHANGE BEFORE A TRIP

Student A - Customer

You bought a blue jacket for 45 pounds, but the sleeves are too short. You have the receipt and tags. You're leaving on Friday, in three days. You'd prefer blue, but could accept another colour. Ask about stock, timing and any price difference before choosing.

Student B - Shop assistant

The larger blue jacket can be ordered in seven days. A larger green jacket is available now at the same sale price. A different blue jacket costs 65 pounds. Find out what matters to the customer. Explain the options without promising an earlier delivery.

ROLE PLAY 2: A FAULTY ITEM

Student A - Customer

The zip on your 40-pound backpack broke after a week. You have the receipt. You'd like a black replacement today and can spend at most five pounds extra. Ask about alternatives. Choose a workable solution rather than accepting the first offer.

Student B - Shop assistant

The same backpack is available in red only. A different black one costs 50 pounds; you can't reduce its price. For this exercise, you can offer the red replacement or a full refund. Ask about the problem and explain the choices clearly.

ROLE PLAY 3: CHOOSING A GIFT TOGETHER

Student A - Customer

You're buying headphones for your sister, who walks to college in the rain. Your budget is 55 pounds. Battery life matters, and she'd prefer wireless headphones. Ask for a comparison and check anything unclear. Decide whether to buy today or look elsewhere.

Student B - Shop assistant

Wireless headphones cost 50 pounds, last twelve hours per charge and aren't designed for rain. Wired ones cost 30 pounds and don't need charging. A water-resistant wireless model costs 65 pounds. Explain the trade-offs honestly. You may suggest a gift card, but don't pressure the customer.

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 and exchange/refund policies are fictional for this speaking exercise.