

ROLE PLAY: BUYING TRAIN TICKETS

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

1. USEFUL PHRASES

Passenger

I'm not sure when I'll return.
How flexible is this ticket?
Would I have to pay extra?
What restrictions does it have?
My connection has been cancelled.
Would this ticket cover that route?
Could you check my options?
Could you write that down?

Ticket adviser

It's valid only on the booked train.
You can travel after ...
The cheaper fare has restrictions.
Let me check the conditions on your ticket.
There's an alternative via ...
You'd need to change at ...
Please check the departure board.
I'll explain how to follow up.

2. MODEL CONVERSATIONS

A. AN UNCERTAIN RETURN TIME

Passenger: I'd like a return to Leeds tomorrow. **I'm not sure when I'll return**, though; my meeting might run late.

Adviser: Do you have an approximate time, or would you rather keep it open?

Passenger: Probably after four. **How flexible is this ticket?** The one advertised for 38 pounds?

Adviser: **It's valid only on the booked train.** A flexible return is 52 pounds.

Passenger: What if I book the six o'clock train and finish earlier?

Adviser: You couldn't simply take an earlier train with that fare. **The cheaper fare has restrictions.**

Passenger: I see. Is the flexible one valid on any train back tomorrow?

Adviser: For this journey, yes, after three in the afternoon. I'll show you the conditions.

Passenger: That sounds more useful. **Would I have to pay extra** to reserve a seat?

Adviser: Not on these trains, though availability depends on the service you choose.

Passenger: Then I'll take the flexible return and reserve a seat on the outward train.

Adviser: Certainly. Let's confirm the outward time before I issue it.

B. A CANCELLED CONNECTION

Passenger: Excuse me. **My connection has been cancelled.** I'm supposed to change at York for Durham.

Adviser: I'm sorry. **Let me check the conditions on your ticket.** What time was the connection?

Passenger: One fifteen. I need to reach Durham before four for a family event.

Adviser: There's a later direct service from York. It's due to reach Durham at three twenty.

Passenger: That would work. **Would this ticket cover that route?**

Adviser: I've checked the disruption notice. Your ticket is accepted on that later service today.

Passenger: Good. Do I need to get anything stamped here?

Adviser: No, but keep the ticket and your booking confirmation together.

Passenger: Could you write down the departure time? My phone is almost out of battery.

Adviser: Of course. The planned departure is two ten. **Please check the departure board** in case it changes.

Passenger: Thanks. I'll let my family know I'm coming on the later train.

Adviser: You're welcome. Come back if that service is affected too.

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

ROLE PLAY: BUYING TRAIN TICKETS

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

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 FLEXIBLE WORK TRIP

Student A - Passenger

You're travelling tomorrow for a meeting whose finishing time is uncertain. You want to spend no more than 50 pounds, but don't want to risk buying another return ticket. Ask about restrictions and choose after explaining your priorities.

Student B - Ticket adviser

A fixed return costs 35 pounds and is valid only on the booked trains. A flexible return costs 48 and allows return travel after three. Explain the fictional conditions clearly. A seat reservation is available on the outward service, but not all return trains.

ROLE PLAY 2: A CANCELLED CONNECTION

Student A - Passenger

Your connection is cancelled. You need to arrive by four, but travelling via another city may mean two changes. Show your ticket and ask about arrival times, ticket acceptance and where to change. Choose a route you can manage with a suitcase.

Student B - Ticket adviser

A later direct train arrives at three fifty; an alternative with two changes arrives at three twenty. This ticket is accepted on both under today's fictional disruption notice. Compare the routes and write down the chosen connections. Remind the passenger to check current screens.

ROLE PLAY 3: CHANGING THE DATE

Student A - Passenger

Your meeting moved from Thursday to Friday. Your ticket is for a booked Thursday train. You can travel Friday morning or afternoon and want to limit extra cost. Ask what can be changed and confirm the total before agreeing.

Student B - Ticket adviser

Under this fictional booking, a change costs 5 pounds plus any fare difference. Friday morning costs 12 pounds more; afternoon costs 3 more. Explain the two total extra charges. Check that the new arrival time suits the passenger before changing anything.

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.