

ROLE PLAY: AT A PETROL STATION

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

1. USEFUL PHRASES

Driver

Could you check the pump number?
That's more than I expected.
Could we go through the total?
I'd like a separate receipt for ...
The machine hasn't given me ...
Could you check whether the payment went through?
There's a warning light on the dashboard.
Could you help me contact roadside assistance?

Station staff

Which pump did you use?
Let me check the transaction record.
That amount includes ...
I'll separate those items.
Please wait while I check.
I can't assess whether it's safe to drive.
We don't carry out repairs here.
I'll help you find the contact details.

2. MODEL CONVERSATIONS

A. CHECKING THE TOTAL

Cashier: Hello. **Which pump did you use?**

Driver: Number six, the one beside the shop. I've also got this coffee and sandwich.

Cashier: Thank you. That comes to fifty-eight pounds fifty.

Driver: **That's more than I expected.** The fuel display said forty-nine pounds. **Could we go through the total?**

Cashier: Of course. Fuel is forty-nine, the sandwich is six and the coffee is three fifty.

Driver: Ah, I thought the sandwich was in the meal deal with the coffee.

Cashier: That deal applies to the smaller sandwich, I'm afraid. Yours is from the separate shelf.

Driver: I haven't opened it. Could I swap it for the meal-deal one?

Cashier: Certainly. That would make the food and drink five pounds altogether.

Driver: Thanks. **I'd like a separate receipt** for the fuel because I'm claiming it for work.

Cashier: No problem. **I'll separate those items** and confirm both amounts before charging you.

Driver: Great. I'll bring the smaller sandwich over, then pay by card.

B. AN AIR-MACHINE PAYMENT

Driver: Excuse me. I paid at the air machine, but it hasn't started. Could someone check it?

Attendant: Of course. Did you pay with a coin or by card?

Driver: By card. The screen said payment accepted, then went blank.

Attendant: **Please wait while I check.** I don't want you to pay again before we know what's happened.

Driver: Thanks. My app shows a payment, but I'm not sure whether it's completed.

Attendant: I'll check the machine record. Please keep your receipt or the payment details available.

Driver: All right. Is there another machine I could use instead?

Attendant: Not here. This one is showing a fault, so I'll report it and check the refund process.

Driver: I see. Could you give me a reference if the payment needs following up?

Attendant: Yes. I'll record the time and amount, then give you the contact details.

Driver: Thank you. I'll wait for those rather than try the machine again.

Attendant: That's best while it's marked out of service. I'll get the information for you now.

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 BILL THAT SEEMS WRONG

Student A - Driver

You used pump four and expected to pay 42 pounds for fuel. The cashier asks for 57, including your two snacks. Ask them to check the pump and item prices. You need a fuel-only receipt for work.

Student B - Cashier

Pump four has a 42-pound transaction; pump five has 49. The snacks cost 4 pounds each. Check which pump the customer used rather than assume. Correct any error, explain the total and provide separate receipts if requested.

ROLE PLAY 2: A MACHINE THAT DIDN'T START

Student A - Driver

You paid three pounds by card for a car wash, but the machine didn't start. Your app shows an entry. Ask staff to check payment and explain your choices. You have limited time and don't want to pay again without knowing what happened.

Student B - Attendant

The car wash is out of service. You can check the transaction record and explain the station's fictional refund process. Ask for the payment time and amount. Don't claim a pending entry proves a completed charge or invent a repair time.

ROLE PLAY 3: A WARNING LIGHT

Student A - Driver

A warning light appeared shortly before you stopped at the station. You're not sure what it means and have another hour to drive. Ask whether someone can help you find qualified assistance. Explain what you noticed without asking a cashier to diagnose the car.

Student B - Attendant

You aren't qualified to assess the fault and the station doesn't carry out repairs. Say that clearly. Help the driver find the vehicle's assistance contact details and offer a place to wait while they arrange help. Don't recommend continuing the journey or clearing the warning.

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.