

ROLE PLAY: AT A CONVENIENCE STORE

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

1. USEFUL PHRASES

Customer

I'm looking for something suitable for ...
Does this work with ...?
What's the difference between these?
Could I check before I buy it?
I'm afraid this is damaged.
I'd rather exchange it than have a refund.
I think something was left behind.
Could you check the receipt against the items?

Shop assistant

What do you need it for?
Let's check the label together.
This one is suitable for ...
We don't have that version in stock.
Could I see the item and receipt?
Let me check behind the counter.
There's no need to pay again.
I'll explain the available options.

2. MODEL CONVERSATIONS

A. CHOOSING A CHARGER

Customer: Hello. I'm looking for a charger for my phone. I brought the phone, but I don't know the connector's name.

Assistant: No problem. **What do you need it for?** Just charging here, or for travelling too?

Customer: Mainly the hotel tonight. **What's the difference between these?** One is much cheaper.

Assistant: The cheaper pack is a cable only. This one includes a plug as well.

Customer: I don't have a plug with me, so I probably need the second one. **Does this work with** my phone?

Assistant: **Let's check the label together.** The connector matches, and we can check the charging requirements too.

Customer: Thanks. **Could I check before I buy it?** I'd rather not open the wrong pack.

Assistant: Of course. Show me the model details on your phone and we'll compare them with the packaging.

Customer: Here they are. If there's a problem later, should I keep the box?

Assistant: Keep the box and receipt. I'll explain this shop's return policy before you pay.

Customer: Great. I'll take this one if those details match.

Assistant: They do. Let's confirm the total at the till.

B. A DAMAGED CONTAINER

Customer: Excuse me. **I'm afraid this is damaged.** I bought the lunch box here this morning.

Assistant: I'm sorry. **Could I see the item and receipt?**

Customer: Here you are. The lid won't close because this corner is cracked.

Assistant: I can see the crack. Would you prefer a replacement or a refund?

Customer: **I'd rather exchange it than have a refund.** I need something for lunch tomorrow.

Assistant: The same size is sold out. There's a smaller one at the same price, or a larger one for two pounds more.

Customer: How much smaller? My usual sandwich wouldn't fit in that one.

Assistant: You're right; the larger one may be more useful. Would you like to compare them?

Customer: Yes, please. ... This larger one will work. I'd be happy to pay the difference.

Assistant: Certainly. We'll record the return and the new item together.

Customer: Thanks. Could I test the new lid before leaving?

Assistant: Of course. Let's check it closes properly before I put it in your bag.

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: CHOOSING A CHARGER

Student A - Customer

You need to charge your phone at a hotel tonight. You have no cable or plug and can spend 18 pounds. Show your phone and ask about compatibility, contents and the return policy. Don't choose only by the lowest price.

Student B - Shop assistant

A cable costs 7 pounds; a cable-and-plug pack costs 16. Another pack costs 12 but has the wrong connector. Check the phone details and labels with the customer. Explain what's included and the fictional return conditions before they pay.

ROLE PLAY 2: A DAMAGED LUNCH BOX

Student A - Customer

You bought a lunch box today, but its cracked lid won't close. You have the receipt and need a usable box tomorrow. You can pay at most two pounds extra. Ask to compare replacements before deciding on an exchange or refund.

Student B - Shop assistant

The original size is sold out. A small box costs the same; a larger one costs two pounds more. A refund is available under this fictional policy. Ask about the problem and intended use, then explain the choices. Offer to test the replacement lid.

ROLE PLAY 3: AN ITEM LEFT BEHIND

Student A - Customer

You bought three items fifteen minutes ago, but the fruit wasn't in your bag when you got home. You have the receipt and the other two items. Explain what happened and ask for a check without blaming the cashier.

Student B - Shop assistant

The receipt includes fruit. There is a bag of fruit behind the counter, left during that transaction. Check details before giving it to the customer. Confirm the correct item and explain that no new payment is needed. Ask if anything else is missing.

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.