

ROLE PLAY: BUYING MUSEUM TICKETS

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

1. USEFUL PHRASES

Visitor

We'd like to make the most of our time.
Is the special exhibition included?
Do we need a timed-entry ticket?
How long would you allow for ...?
Could you check availability?
What alternatives would you suggest?
Is there a step-free entrance?
Would that leave us enough time?

Ticket seller

That requires a separate booking.
The next available slot is ...
You could visit ... first.
I'm afraid that tour is fully booked.
The audio guide is another option.
Let me check the access information.
The lift serves those galleries.
I'll mark the route on your map.

2. MODEL CONVERSATIONS

A. FITTING IN AN EXHIBITION

Visitor: Hello. We have about two hours. **We'd like to make the most of our time**, especially the photography exhibition.

Seller: Of course. Have you bought general admission tickets already?

Visitor: Not yet. **Is the special exhibition included?**

Seller: No, **that requires a separate booking**. It's five pounds extra per person, with a timed entry.

Visitor: **Could you check availability?** We need to leave at three.

Seller: **The next available slot is** one forty-five. It's one now, so you could see the main collection first.

Visitor: **How long would you allow for** the photography exhibition?

Seller: Around an hour, depending on how closely you look. It has four rooms.

Visitor: That should work. My mother finds stairs difficult; is there a lift to that floor?

Seller: Yes. **The lift serves those galleries**. I'll mark it on the map.

Visitor: Great. We'll book one forty-five and start downstairs rather than rush upstairs now.

Seller: Certainly. I'll confirm the tickets and show you where to wait for your entry slot.

B. A TOUR THAT IS FULL

Visitor: Hi. We'd hoped to join the architecture tour at two. Are there two places left?

Seller: **I'm afraid that tour is fully booked**. There are places at four, though.

Visitor: We can't stay that late. **What alternatives would you suggest?**

Seller: **The audio guide is another option**. It covers many of the same rooms, and you set your own pace.

Visitor: Does it take as long as the tour? We have about an hour.

Seller: The full recording takes ninety minutes, but you can choose the sections that interest you.

Visitor: My friend would rather read than listen. Is there a printed guide too?

Seller: Yes, there's a short illustrated guide. You could use that together with one audio guide.

Visitor: That sounds better than trying to fit in the later tour. What do they cost?

Seller: The audio guide is three pounds to hire, and the booklet costs two.

Visitor: We'll take one of each. Could you suggest a starting point so we don't keep doubling back?

Seller: Certainly. Start in the entrance hall, then follow the numbered rooms on this map.

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: PLANNING A SHORT VISIT

Student A - Visitor

You have ninety minutes and want to see the main collection and special exhibition. Your friend needs step-free access. Ask about timed entry, likely visit length and the extra cost. Decide whether doing both is realistic rather than simply buying everything.

Student B - Ticket seller

The next exhibition slot is in forty-five minutes; allow about an hour inside. Main admission is 10 pounds, and the exhibition adds 5. A lift serves both floors. Explain the time conflict and suggest either the main collection now or a later return for the exhibition.

ROLE PLAY 2: AN UNAVAILABLE TOUR

Student A - Visitor

The tour you wanted is full. You have an hour and a 6-pound budget for guides. You enjoy detailed explanations, while your friend prefers reading. Ask about alternatives and choose a combination that suits both of you.

Student B - Ticket seller

The next tour begins in two hours. An audio guide costs 3 pounds and has selectable sections; a booklet costs 2. Explain how these can be used together. Suggest a route starting in the hall and ending upstairs, without claiming it's identical to the guided tour.

ROLE PLAY 3: A BOOKING FOR THE WRONG DAY

Student A - Visitor

You accidentally booked tomorrow's exhibition but arrived today. You have the confirmation and can stay until four. Ask whether a change is possible, what time is available and whether there's a charge. You don't want to pay twice without checking.

Student B - Ticket seller

Under this fictional policy, an unused booking can be moved if space remains. There's a slot at three, with no change fee. Ask to see the confirmation and check the booking before making the change. Explain the new entry time and send updated confirmation.

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.