

ROLE-PLAY SITUATION: buying a monthly bus pass

Instructor directions: The student has indicated that she wishes to do a **buying a monthly bus pas** role-play. Before initiating the role-play, find out which city the student is going to study in. Students have been instructed to prepare their role, but will most likely have trouble doing the role-play smoothly on their first attempt. Below is a model conversation. Variations are acceptable. The main point being is to ensure that the student's message is understood. Repeat the role-play until the student do it reasonably fluently.

Instructors, you are the agent.

Agent: Hello. How can I help you?

Customer: Hello. I'd like to buy a monthly bus pass, please?

Agent: Where do you live?

Customer: I live in Westmere (an Auckland suburb) Sunset (a Vancouver suburb)

Agent: Westmere? OK, so you will need to buy a Zone A pass. (Auckland) Zone 1 pass (Vancouver)

Customer: How much is it?

Agent: A monthly Zone A pass is \$140 plus \$10 for the HOP Card. (Auckland)

A monthly Zone 1 pass is \$91 plus \$6 for the COMPASS Card (Vancouver)

Customer: Can I pay by credit card?

Agent: Yes, sure. What kind of credit card do you have?

Customer: I have a VISA card.

Agent: VISA is fine. Please enter your PIN.

Customer: OK.

Agent: Have a good day!

Customer: Thank you. Bye.