

ROLE-PLAY SITUATION: using the post office



Instructor directions: The student has indicated that she wishes to do a **using the post office** role-play. Students have been instructed to prepare for the role-play, 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. Work with the student and repeat the role-play as many times until the student can do it reasonably fluently.

Possible scenarios:

- sending a post card
- sending a parcel

SENDING A POST CARD:

PO: Next please.

Student: Hello. I'd like to send this post card to Japan.

PO: Japan? That'll be \$1.50.

Student: OK. Thank you. Where's the post box?

PO: It's outside the door on the left.

Student: OK. Thank you. Bye.

SENDING A PARCEL:

PO: Next please.

Student: Hello. I'd like to send this box to Japan.

PO: What's in it?

Student: Just some old clothes.

PO: OK. Please fill in this customs declaration form and then bring it back.

Student: OK.

(after a few minutes)

Student: Excuse me. I've filled in the form.

PO: OK. Put the box on the scales so I can weigh it. That's 5.5 kgs. That will be \$55.

Student: OK. How long will it take to get to Japan?

PO: About 2 weeks.

Student: OK. Can I pay by card?

PO: Sure.