Exercise 11.0 Two-scripted conversation – shopping role-play

Instructions for the Speaker
In this exercise the listener and the speaker each play different roles in a pre-scripted conversation. The listener and speaker alternatively read from their scripts, listen to the other person's response and respond appropriately. The listener plays the role of someone shopping and the speaker is the shopkeeper. The speaker has a picture of the goods for sale and the prices alongside the script as a starting point (see below).

The exercise may be used to highlight many of the skills acquired in the use of synthetic material including use of situational context, topic clues, prior context and limited choice questions, as well as focusing on the message.

The speaker might choose to adapt the exercise to use local currency and weight units.

1   Give the listener a shopping list and script (see pages 170–171).
2   While the conversation follows a set form, use your initiative to improvise, elaborate and increase the difficulty by inserting the relevant information into a longer or more complex sentence.
3   Encourage the listener to request clarification if they are unsure of the meaning.

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Speaker's script

Speaker: Good morning. How can I help you?

Listener: Good morning. I'd like two pounds of sugar, please.

Speaker: Certainly. Anything else?

Listener: Yes (asks for a box of cornflakes).

Speaker: Would you like a large box or small box?

Listener: (asks price).

Speaker: (give price of both boxes).

Listener: (chooses box).

Speaker: Anything else?

Listener: (asks for apples).

Speaker: (if listener does not ask for a dozen apples) How many would you like?

Listener: (asks for a dozen apples).

Speaker: Anything else?

Listener: Yes (asks for a dozen eggs).

Speaker: large or small?

Listener: (asks price of each).

Speaker: (give price of large eggs and small eggs).

Listener: (chooses eggs).

Speaker: What else would you like?

Listener: (asks for two cans of tomato soup).

Speaker: Yes, of course. Large or small?

Listener: (asks price of each).

Speaker: (gives price of each, and asks again how many cans they want).

Listener: (says how many cans they want, and if they want large or small). And a quart of milk. Is it still $1.20?

Speaker: Yes. Anything else?

Listener: (says they want some coffee, and asks what sorts of coffee are available).

Speaker: (name three sorts of coffee you have).

Listener: (asks which is cheapest).

Speaker: (tell them which is the cheapest coffee).

Listener: (says they will have a can of that).

Speaker: Right. Is that all?

Listener: Just one more thing – cheese. (asks if you have any cheese).

Speaker: I'm afraid we've only got (name sort of cheese you have).

Listener: Oh well – never mind. Right, how much is that please?

Speaker: Er… let's see now… (add up prices, and tell recipient).

Listener: (mimes giving money to speaker) I'll give you a $10 bill.

Speaker: Thank you. You have (however much change). Here you are (mime giving change to recipient).

Listener: Thank you. Goodbye.

Speaker: Thank you. Goodbye.

Exercise 11.0 Two-scripted conversation – shopping role-play

Instructions for the Listener

In this exercise you have been given a role to play in a pre-scripted conversation. You are going shopping, and have been given a shopping list so you know what to buy. You and the speaker will read alternatively from the script (your script is on the next page). Listen to the speaker's responses and reply appropriately. Please request clarification to confirm or clarify the details.

Shopping List

1. 2 lbs sugar
2. 1 pkt cornflakes
3. 2.5 lbs apples
4. 1 doz eggs
5. 2 cans tomato soup
6. 1 quart milk
7. 1 can coffee
8. 1/2 lb Jack Cheese

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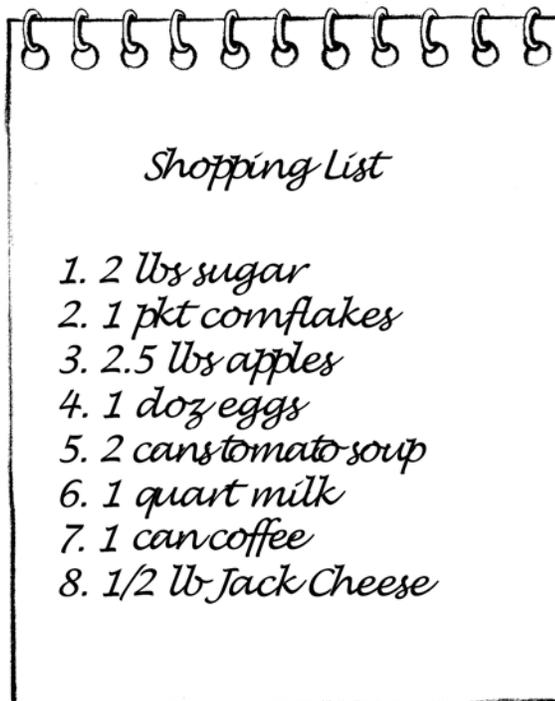
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Listener's script

Speaker: Good morning. How can I help you?

Listener: Good morning. I'd like (ask for first item on your shopping list).

Speaker: (responds)

Listener: (ask for second item on your shopping list).

Speaker: (responds, and gives you a choice).

Listener: (ask for price of each choice).

Speaker: (gives price of both choices).

Listener: (choose whichever choice you prefer).

Speaker: (responds).

Listener: (ask for third item on your shopping list).

Speaker: (responds).

Listener: (ask for fourth item on your shopping list).

Speaker: (responds, and gives you a choice).

Listener: (ask for price of each choice).

Speaker: (gives price of both choices).

Listener: (choose whichever choice you prefer).

Listener: (ask for fifth item on your shopping list).

Speaker: (responds, and gives you a choice).

Listener: (ask for price of each choice).

Speaker: (gives price of both choices).

Listener: (choose whichever choice you prefer, and repeat how many cans you want.) And a quart of milk. Is it still $1.20?

Speaker: (responds).

Listener: (say you want seventh item on your shopping list and ask what sorts are available).

Speaker: (gives you the choices).

Listener: (ask which is cheapest).

Speaker: (tells you which is cheapest).

Listener: (say you will have the cheapest brand. Name the brand).

Speaker: (responds).

Listener: Just one more thing – cheese. (ask if they have any Jack cheese).

Speaker: (responds).

Listener: Oh well – never mind. (Ask how much the bill is.)

Speaker: (responds).

Listener: (say you only have a $10 bill. Mime giving money to clinician).

Speaker: (mimes giving change).

Listener: Thank you. Goodbye.

Speaker: Thank you. Goodbye.