

Exercise 8.0 Seeking information – role-play exercises

Speaker Copy

Instructions for the Speaker

In the following role-play exercises, the listener is provided with basic information about the context and purpose of a conversation, and an introductory sentence. This exercise may be used in telephone training.

- 1 Explain to the listener that you would like them to play the role of the person with a specific task (see suggestions below).
- 2 Using the suggested prompts below as a starting point, play the part of the conversation partner, asking the listener the kind of questions that would occur in this situation. The listener should answer the questions.
- 3 Encourage the listener to use clarification strategies when they are unsure of the question.

Situation A Purchasing a train ticket at the ticket office

- 1 Where would you like to go?
- 2 When would you like to go?
- 3 What time of the day would you like to travel?
- 4 How many people will be travelling with you?
- 5 Would you like a one-way or a return ticket?
- 6 Will you be returning on the same day?
- 7 How would you like to pay for the ticket?

Situation B Obtaining a replacement cable for a sound processor

- 1 Was your sound processor fitted at this clinic?
- 2 What model is your sound processor?
- 3 Is your sound processor under warranty?
- 4 How long have you had this sound processor?
- 5 What length of coil cable would you like?
- 6 Why do you need to replace the cable?
- 7 Do you need any other spare parts?

Situation C Arranging the repair of a refrigerator.

- 1 When did the refrigerator break down?
- 2 How old is the refrigerator?
- 3 What is the make or manufacturer?
- 4 Is it still under warranty?
- 5 Has it broken down before?
- 6 Does it have a separate freezer?
- 7 We can come today at one o'clock – will someone be home?

⁴⁷ Source: Queensland Cochlear Implant Centre

Exercise 8.0 Seeking information – role-play exercises

Listener Copy

Instructions for the Listener

In this exercise, you will pretend to be in a specific place where you have a specific task to achieve. The speaker will ask you some questions which you should answer.

To begin playing your part, read about the situation you are in, then read aloud the introductory sentence. The speaker will then ask you questions related to the situation.

Please ask the speaker to repeat the question if necessary, or use prompts such as 'did you say...?' or 'are you asking...?'

Situation A. Railway ticket office

Task: To obtain a train ticket for your journey home/to visit family.

Introductory sentence: 'I would like to buy a train ticket please.'

Situation B. The reception area at your implant clinic

Task: To obtain a replacement/spare cable for your sound processor.

Introductory sentence: 'I would like a new cable for my sound processor, please.'

Situation C. Your local electrical store

Task: To arrange for your broken refrigerator to be repaired.

Introductory sentence: 'My refrigerator isn't working. Please could you arrange to have it repaired?'

⁴⁸ Source: Queensland Cochlear Implant Centre.