

## SORRY, I DIDN'T CATCH THAT

**Materials:** One set of role cards per pair of students

Arrange Ss into A and B pairs and distribute the A and B role cards. Tell Ss not to look at each other's role cards. Give Ss a few minutes to read through the information on role cards 1A and 1B, check what they need to do and think about the functional language they need. Remind Ss of the language for dealing with misunderstandings from unit 3.3, putting it on the board for Ss to refer to during the activity, if necessary.

When they are ready, ask Ss to role-play the situation. Monitor and help where necessary.

When they have finished, ask Ss to do the same for role cards 2A and 2B. At the end of the activity, invite some Ss to tell the class how they resolved the situations.



### Role card 1A

You are a market researcher. You need to ask people in the street answers to these questions. If they do the questionnaire, they can win a free mobile phone. Be polite!

#### Market research questionnaire

- 1 How old are you?  
a) under 20                      c) 36–49  
b) 21–35                         d) over 50
- 2 Which profession do you work in?  
a) food and drink                c) manufacturing  
b) education                      d) administration
- 3 How many people do you live with?  
a) alone  
b) my immediate family  
c) my extended family
- 4 What do you use the internet for?  
a) email                            c) social networking  
b) news                             d) shopping
- 5 How much do you earn?  
a) under 20,000 a year  
b) 20,000–35,000 a year  
c) over 35,000 a year

### Role card 1B

You are in a hurry as you're late for work. A market researcher stops you and asks you to do a questionnaire. You don't really want to, but if you do, you might win a mobile phone, and your current one is very old. Answer the questions, but try to be as quick as possible.

This is your profile:

- You are twenty years old, but it's your birthday tomorrow.
- You are a business management consultant (you give advice to managers of small businesses).
- You live with your husband/wife, and their son from a previous marriage.
- You only ever use the internet for business research.
- Your salary varies. You get paid for each project you work on – about 10,000 per project. You do three to four projects a year.

### Role card 2A

Your name is Jane/John. You called your friend Louisa/Louis earlier, but they weren't in, so you left a message with their flatmate. You were calling to see if your friend had the receipt for some pink shoes they bought you for your birthday. The shoes don't fit. You can go over to your friend's place to pick up the receipt later, if it's convenient. You finish work at 7p.m. and would like to go over then.

Additional information:

- It's really important that you get the receipt tonight. The only chance you have to take the shoes back is tomorrow morning before work.
- The shoes actually fit perfectly, but you just don't like them. Don't let your friend know this, though.

### Role card 2B

Your name is Louisa/Louis. You have just got home and found the following phone message, taken down by your flatmate. Call your friend Jane/John to check the details.

*Your friend Joan?/Sharon? called to ask if you have the recipe for pigs' feet, which you made for their birthday. If you do, can you take it over to their place at 7a.m. before they go to work?*

*See you later.*

Additional information:

- You're going out with friends in a few minutes, and won't be back until very late.
- You love giving your friends gifts, and if they don't like them, you get very upset. You are usually really good at buying presents, though.