

8B COMMUNICATIVE I want to speak to the manager

Student A

- a** Look at the situations. Spend a few minutes preparing what you're going to say.

Situation 1

You're a customer in a clothes shop.

You bought something in a clothes shop in the sales yesterday (decide what) and there's a problem (decide what).

Go back to the shop. You've spoken to a shop assistant, but she didn't help you (decide what she said). **B** is the manager. You'd like to change your item for another identical one. If you can't, you'd like a refund. You should also complain about what the shop assistant told you.



Situation 2

You're the manager of a restaurant.

Your normal chef is off this week and you have a temporary chef who is not very good. One of the waiters has a problem with a customer, who would like to speak to you. When customers complain, you usually offer them a free drink or a coffee. If it's absolutely necessary, you might give a 10% discount on their bill, but you would prefer not to. **B** is the customer.

- b** Role-play situation 1. You start.

Excuse me, I bought...

- c** Now role-play situation 2. **B** will start.

Student B

- a** Look at the situations. Spend a few minutes preparing what you're going to say.

Situation 1

You're the manager of a clothes shop.

A is a customer. He / She is going to come to you with a problem with something he / she bought in the sales yesterday. **A** has spoken to a shop assistant. You can't change **A**'s item for an identical one because there are no more in his / her size.

Try to persuade **A** to change it for something else, because you don't usually give refunds during the sales.



Situation 2

You're a customer in a restaurant.

You've just finished your meal (decide what you had) and you didn't enjoy it at all (decide what was wrong with it). You've complained to the waiter, but he didn't solve the problem (decide what he said). You've asked the waiter to call the manager. Try to get at least a 50% discount on your meal. You should also complain about what the waiter told you. **A** is the manager.

- b** Role-play situation 1. **A** will start.

- c** Now role-play situation 2. You start.

Good evening. Are you the manager?