

Talk a Lot

Shopping

Role Plays:

1. "That's not my DVD player!"

- Place: A shop that sells electrical goods
Time: 4pm
Characters: You and a sales assistant
Situation: Last Saturday you bought a new DVD player from the shop. When you opened the box you discovered that the player was a completely different model from the one on the box – a much cheaper one. You would like a full refund and an apology
- Scenes: i) You ask for a refund. The sales assistant tries to deal with the problem but only the manager can authorise a refund. The sales assistant says that they have gone out but will be back at 5 o'clock
ii) It's 5 o'clock. You return to the shop but there is no sign of the manager. You are getting angry and decide to take a DVD player from the stock room – the model that you should have had
iii) The manager returns

If there are three people in the group the third character could be:

- a) Another difficult customer in the shop
- b) A police officer
- c) Your elderly grandmother

2. "Extra! Extra! Read all about it!"

- Place: A street in your town
Time: 11.30am
Characters: You and a newspaper seller
Situation: You buy a newspaper from a small kiosk on the street. The seller gives you the wrong change for a five pound note
- Scenes: i) You buy the newspaper and discover the mistake
ii) You challenge the seller but they refuse to accept that they have made a mistake
iii) You decide to set up your own newspaper kiosk next to the seller's and start a price war by selling your newspapers at a discount

If there are three people in the group the third character could be:

- a) Somebody buying a newspaper from you
- b) Your annoying sister-in-law or uncle
- c) A teenager trying to buy cigarettes for his under-age friends

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