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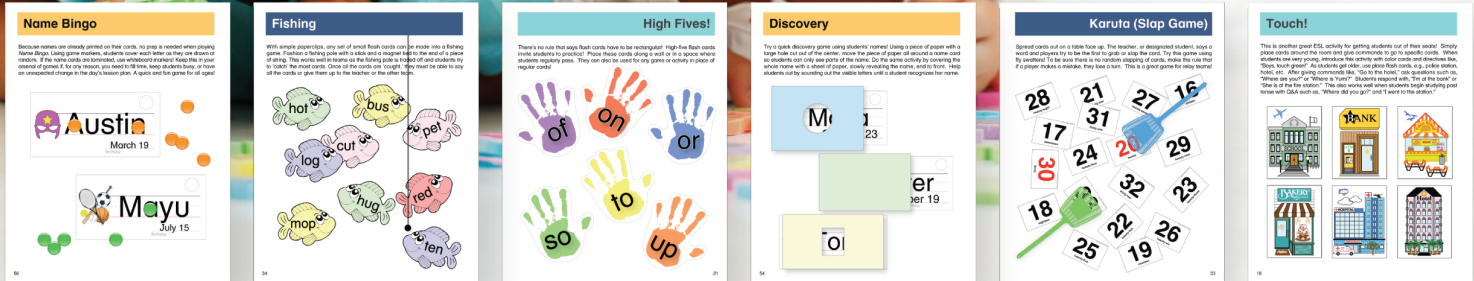
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Matching Ordering Discovery



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From



Donald's English Classroom



Telephone Role-play: Restaurant Reservation

Role 1: Customer

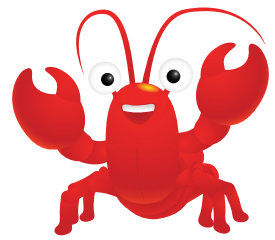
You are entertaining some important clients next Saturday. You want to take them to Lucky Lobster, which is the best restaurant in town. Call the restaurant and make a reservation. Use the check-list below.

Lucky Lobster 289-3487
<input type="checkbox"/> Book a table for four people next Saturday at 8 o'clock.
<input type="checkbox"/> Ask about special dishes.
<input type="checkbox"/> Nonsmoking table!

Role 2: Host/Hostess

You are a host/hostess at Lucky Lobster. A customer will call and make a reservation. Use the reservation form below.

Lucky Lobster Customer Reservation Form					
Party Name:		Staff Member Name:			
Person Making the Reservation:		Date/Time			
Telephone Number:	Requests:				
Date of Reservation:					
Time of Reservation:					
Smoking <input type="checkbox"/> Nonsmoking <input type="checkbox"/>					





Telephone Role-play: Leaving a Message

Working with a partner, practice calling a business and leaving a telephone message.

Important message

For _____

From _____

Time _____ Date _____

Phone _____

☐ URGENT

Message _____

Important message

For _____

From _____

Time _____ Date _____

Phone _____

☐ URGENT

Message _____

Important message

For _____

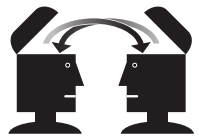
From _____

Time _____ Date _____

Phone _____

☐ URGENT

Message _____



Face-to-Face Role-play: The Stolen Designs

A young designer strongly suspects that a major fashion house has stolen her designs. She has a meeting with the director of the fashion house. Role-play either the fashion designer or the director.



Role 1: Designer

You are a young designer trying to create a name in the fashion business for yourself. You just graduated from school last spring, and it has been difficult to get started in this tough business. You were shocked to see that a large fashion house is selling casual T-shirts which look like designs you created for your senior show. You are going to meet the director of the fashion house to make a complaint and ask for financial compensation.



Role 2: Director

You are going to meet a young designer who thinks you have stolen her designs. It is quite common for the fashion house design teams to get ideas for products from student fashion shows and art school exhibitions. Try to persuade her not to press the issue too strongly as that design ownership is very tough to prove in the fashion business. However, compliment her designs, and offer her an assignment to design a line of T-shirts for your fashion house.



You need to call Super Stationery Supply and place an order for office stationery items. Choose from the items on the catalogue page and make a list of five things you need. Then call the stationery supply store and place an order.

A corporate customer of your store will call and place an order. Be sure to get all the important information from him or her. Use the customer order form below.

[illegible]

Sample Catalogue Selection



Placing an Order Catalogue Selection, page 32



Cellophane Tape

Ten rolls per box

Item # CT-12-116

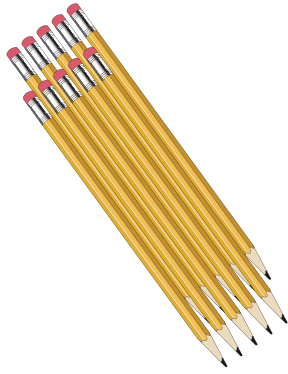


Flash Drive 1G/2G/3G

Sold individually. Blue only.

Please specify 1 gigabyte, 2 gigabytes, or 3 gigabytes.

Item # FD -771



Pencil

Packaged 10 per box.

Item # PE-225-52



Office Scissors

Sold individually. Black only.

Item # OS-47-1000



Stapler

Sold individually.

Please specify black, red, orange, blue, or yellow.

Item # S-51-1



Office Binder

Sold individually.

Please specify blue, yellow, or red.

Item # OB-224-51



Ballpoint Pen

Ten per box.

Please specify blue, black, or red.

Item # BC-25-295

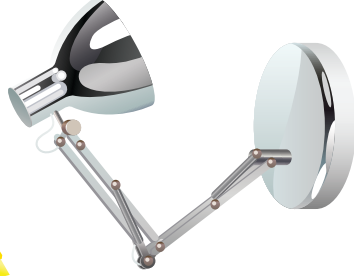


Highlighter

Three pens per package.

Specify yellow or pink.

Item # HL-50-64

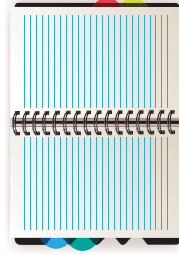


Desk Lamp

Sold individually.

Specify silver, black, or white.

Item # DL-10-177



Spiral-bound Notebook

Sold individually.

Please specify green, red, black, or white.

Item # SBN-1-337



Legal Pad

Fifty pads per

package. Yellow only.

Item # LL-76-998



Box Cutter

Sold individually.

(small)

Item # S-BC-1-33

(large)

Item # L-BC-1-34



Telephone Role-play: Ice Cream Sales

The international franchise director for Lady Delight, an ice cream company based in England, is going to call the national director of a foreign chain of Lady Delight shops regarding sales and future changes.

Role 1: International Franchise Director of Lady Delight Shops

You need to know the August sales for the flavors of ice cream listed below. Also, you want to talk about raising profits from the foreign chain. Can they raise the price of the ice cream to increase profits? Finally, ask for advice regarding flavors of ice cream in that country. What flavors should be dropped from the menu? What flavors should be introduced?



	Northern Region	Central Region	Southern Region	Total
vanilla				
strawberry				
banana				

Role 2: National Director of a Foreign Chain of Lady Delight Shops

The international franchise director for Lady Delight will ask about August sales in your country. Use the chart below. Also, he/she will ask about raising the price of your products to increase profits. Currently, your country is experiencing difficult economic times, so this wouldn't be a good idea. Finally, suggest new ice cream flavors and which flavors should be dropped from the menu.



	Northern Region	Central Region	Southern Region	Total
vanilla	3,075 gallons	2,285 gallons	4,325 gallons	9,685 gallons
strawberry	2,960 gallons	1,875 gallons	3,455 gallons	8,290 gallons
banana	940 gallons	135 gallons	1,280 gallons	2,355 gallons