

Business role-play

Situation 1 – At a restaurant

You are entertaining guests from overseas. They are visiting for the first time. They are interested in culture and want to find out more.

You are also interested in their culture and plan to visit their country next month. It will be your first visit.

Please think of some questions you need to ask them and be prepared to answer their questions about

Situation 2 – On the phone

- A customer is calling and asking for you on the telephone. He/She is angry because (think of a reason) and wants to speak to you about it.
- Offer support, explain the reason for the problem and try to find a solution to their problem.

Situation 3 – Buying

You want to sell (think of an item). How much do you want for it? What is the lowest price you will accept? Try to keep to the original price and negotiate the best deal.