**Sample test exercises: Speaking**

**Telefone role-play cards**

*Source: www.teachingenglish.org.uk*

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| 1aYou need to telephone your doctor. You have an appointment on Tuesday the 3rd at 16.45 butyou need to change it to Thursday the 5that15.00. On Monday 9th you are busy all day, but Tuesday 10th you have a free day. Telephone the doctor’s clinic and speak to the receptionist. Make a new appointment. | 1bYou are the receptionist at Medical centre, the doctor’s clinic. You have no free appointments on Thursday 5th as the doctor will be away that day. The next day the doctor is free is Monday 9thAnswer the telephone and help the patient make a new appointment. |
| 2aYou need to telephone your partner at his or her office. You planned to be home early today so you could go out for dinner together but you have to stay at work until very late. Telephone your partner’s office and tell him/her the bad news! Make sure you say sorry. | 2bYou work at Smith and Jones Publishing Limited, in an office with one other person. He or she is in an important meeting and you are taking messages if anyone telephones. Answer the telephone and take a message. |
| 3aYou need to telephone a flower shop and order some flowers for friends who are having their 20 th wedding anniversary. They love red roses.You want the flowers to be delivered to their house tomorrow.Telephone the shop and order the flowers. Don’t forget to include a message saying congratulations. | 3bYou work at Blooming Wonderful, the flower shop. One of your services is delivery of flowers ordered by telephone.Answer the telephone and take an order. Remember you need the address and details of the message. Don’t forget to ask what kind of flowers the customer would like. |
| 4aYou need to travel from London to Glasgow tomorrow on urgent business. Your company has a travel advice section which can help you. You are not worried about the cost but you need to be in Glasgow by 11 o’clock in the morning and travel back to London in the evening.Telephone the travel advice section and find out what the best way is to travel. | 4bYou work in the travel advice section of your company. Your job is to help colleagues find the best way to travel.Answer the telephone. To help your colleague, you need this information:London to Glasgow by train, leaves 8.00, arrives 12.30. Returns to London in the evening. London to Glasgow by coach, leaves 7.00, arrives 15.00, returns to London next day London to Glasgow by air, leaves 7.30, arrives 8.45. Flights back to London all day. |
| 5aYou need to find out what the homework was from your last English class. As you missed it.Telephone your friend Joe and ask him/her totell you about the class you missed and thehomework. | 5bYour name is Joe. Your friend is going to telephone you.Answer the telephone. |
| 6aYou work for United Engineering. You need to ask Express Delivery Services to collect a parcel from your office.Telephone Express Delivery Services and ask them to help you. Have your office address details ready to give them. | 6bYou work as a receptionist at Express DeliveryServices.Answer the telephone. Connect the customer to the correct office (for collection of parcels they need to speak to Customer Services). Unfortunately there is no one in the Customer Services Office at the moment. Apologise and take a message. You need to find out what the parcel is and where the office of the customer is. |
| 7aYou want to stay at the Spring Waters Hotel in Hawaii for your next holiday. Before you make a booking, you want to ask the hotel for some information. You need to find out these things:- are pets OK?- is there a special price for families?- what sports can you play?- is the weather good in September?Telephone the hotel to find out the answers toyour questions. | 7bYou work in the reception of the Spring Waters Hotel in Hawaii. You answer telephone enquiries from clients about the hotel. Answer the telephone. You need the followinginformation:- no pets are allowed- there are special family discount prices- you have football, swimming, tennisand water sports- the weather in September is warm butwindy |
| 8aYou met someone new in your class. You want to invite your new friend out for a coffee on Saturday.Telephone your friend and make a date! | 8bYou met someone in your class but you didn’t really like them very much and you don’t want to be with them outside the class.Answer the telephone. Try to be polite but say ‘no’. |
| 9aYou are going to miss a month of your English classes at Wordsworth Language School because you have to travel abroad for work. You want your teacher to e-mail you the homework and class work you will miss.Telephone the school and speak to your teacher. Leave a message if necessary. | 9bYou work in the reception of the Wordsworth Language School. Today all the teachers are away on a training course.Answer the telephone. |
| 10aYou need to talk to your bank manager, Mr Jones. You are not sure of the telephone number but think you have the right one.Telephone your bank. Ask to speak to Mr Jones | 10bYou work in a special garage as a mechanic. Your job is to repair sports cars.Answer the telephone |