

**Instructions:** Print out several copies of each card  
 Fold in half and stick so that A is on one side and B is on the other  
 Pairs of learners hold the card between them so that each can only see one side

You are A		You are B	
A:	Can I help you?	A:	
B:		B:	Hi, yes, I've got an appointment with Dr Mulligan
A:	Can I have your name, please?	A:	
B:		B:	Yes, it's -----
A:	Let's see....I'm sorry, Mrs/Mr ----- -----, I haven't got a record of an appointment for you today. Do you think you could have got the day wrong?	A:	
B:		B:	<i>Now you continue the conversation</i>

You are A		You are B	
A:	Can I have your ticket, please?	A:	
B:		B:	Yes, here you are
A:	Let's see, Oh I'm afraid there's a problem with your tickets	A:	
B:		B:	Is there, why?
A:	These tickets are for the ferry at 10 o'clock yesterday morning, not 10 o'clock today	A:	
B:		B:	<i>Now you continue the conversation</i>

**Instructions:** Print out several copies of each card  
 Fold in half and stick so that A is on one side and B is on the other  
 Pairs of learners hold the card between them so that each can only see one side

You are A		You are B	
A:	Have you got your letter from the doctor?	A:	
B:		B:	Yes, here you are
A:	Oh dear, I'm afraid there's a problem here	A:	
B:		B:	Is there, why?
A:	This is a letter about a scan today at Warwick hospital, this is Coventry hospital	A:	
B:		B:	<i>Now you continue the conversation</i>

You are A You are on the telephone		You are B You are on the telephone	
A:	Hi, where are you? I've been waiting for ages!	A:	
B:		B:	I'm here, where are you?
A:	At the station, where we agreed to meet.	A:	
B:		B:	The bus station, by the reception desk?
A:	No! The train station! I thought you'd understand that when I said "Meet me at the station!"	A:	
B:		B:	<i>Now you continue the conversation</i>