

ROLE PLAYS

Sophie Sebah



60 jeux de rôles
et situations de discussion
en anglais



Relationships

- **B2B (business to business):** entre entreprises
- **B2C (business to consumer):** entre entreprises et consommateurs
- **Best friend:** meilleur ami
- **Boy/girlfriend:** petit(e) ami(e)
- **Business event:** événement professionnel
- **Cheerful:** joyeux
- **Close-knit friend:** ami intime
- **Fair-weather friend:** ami des bons jours
- **Kin:** proche, parent
- **Near and dear to:** cher à
- **Network:** réseau
- **Outgoing:** extraverti
- **Stranger:** étranger (n)
- **Through thick and thin:** contre vents et marées
- **To ask someone out:** inviter qqun à sortir
- **To be well-matched:** être bien assorti
- **To break up:** rompre
- **To catch up with:** rattraper
- **To chat up:** draguer
- **To date:** fréquenter
- **To drift apart:** s'éloigner
- **To drop in on sb:** passer voir
- **To enjoy:** apprécier
- **To establish a relationship:** établir un lien
- **To exchange:** échanger
- **To fall for sb:** craquer pour
- **To fall out with = quarrel, have a conflict:** se disputer
- **To get on well with:** bien s'entendre avec
- **To get to know each other = become acquainted with each other:** apprendre à se connaître
- **To get together = gather:** se réunir
- **To go out for drinks:** aller prendre un verre
- **To hang out:** traîner
- **To keep in touch:** rester en contact
- **To lose touch with:** perdre de vue
- **To make friends:** se faire des amis
- **To pop in:** passer
- **To see eye to eye = agree:** être d'accord
- **To share the same interests:** partager les mêmes centres d'intérêt
- **To socialise:** socialiser, fréquenter
- **To spend time:** passer du temps
- **To stop by:** s'arrêter voir qqun
- **To unwind = chill out:** se détendre
- **To welcome:** accueillir
- **Together:** ensemble
- **Unknown:** inconnu (adj.)
- **Ups and downs:** des hauts et des bas
- **Virtual:** virtuel

Role-play cards

You meet people at a party

THE HOST

Introduce and set rules

- Welcome everyone.
- Thank them for being here.
- Remind them of the reason for the party (celebrate publication of John Smith's latest novel).
- Explain the organisation of the party to them.
- Invite them to have fun, talk, dance, eat and drink.
- Say what time the party should finish.
- Give some rules to respect (what to do and not to do).

THE FORMER FRIEND

Talk to the author

- Glad to be here.
- Talk about the time you had met the author for the first time (college).
- Explain what you have done since the last time you met.
- Ask questions to your friend.
- Greet the new encounter and ask him/her questions too.
- Invite everyone to keep in touch: leave your business card.

THE AUTHOR

Speak

- Express reactions when you see your former friend. Talk together.
- Speak about yourself (personal and professional life, activities, achievements...).
- Present your latest novel.
- Speak of your projects.
- Greet the new person you have just encountered. Ask him/her questions to know him/her.

THE NEW ENCOUNTER

Question and answer

- Introduce yourself.
- Explain your link to the host and why you are here.
- Say what you do as a job.
- Show your interest in what the other guests say and do.
- Ask them questions to know them.
- Show that you are keen on seeing them again and keeping in touch.

Challenge

You participate in a dedication ceremony. Discuss together.

.....
Alone: Choose the role of the host and open the dedication ceremony.

.....
By 2: Keep the author and the former friend.

.....
By 3: Keep the host, the author and the former friend.

▶ Example 1 The host

Welcome everyone. Thank you for coming here. I wish you a very good evening in our company. We have gathered to celebrate the publication of the latest **novel** by John Smith, one of the most prolific authors of our time.

Concerning the organisation of the party, we will first let our famous author introduce himself and present his latest book. Then, he will answer a few questions and sign autographs. Lastly, you'll have the opportunity to have fun, talk, dance, eat and drink. You will be able to buy his new book at the stand just behind me if you have not done it yet.

The party will **come to an end** at 11 p.m., so you have plenty of time to **enjoy yourselves**.

So as to respect sanitary rules, please, keep your masks on when talking to other people and **moving around** in the room. You should avoid shaking hands and kissing each other. You will find some hydroalcoholic gel at different places in the room. Let me now wish you all a very good evening.

-
- **Novel:** roman
 - **To enjoy oneself:** s'amuser
 - **To come to an end:** se terminer
 - **To move around:** se déplacer



Focus grammairre

L'expression du futur

Il existe différentes façons de parler de l'avenir.

- **Futur simple:** *will* + BV → Action indépendante de la situation présente et qui se passera dans le futur; suggestion. Ex.: *It will take place at 1pm. I'm hot. I'll open the window.*
- **Futur proche:** *be going to, be about to* → Être sur le point de faire qqch; il va se passer qqch. Ex.: *It's going to rain.*
- **Futur en -ing:** *will be* + V-ing → Action qui sera en train de se dérouler au moment de l'avenir; projet qui a déjà été arrêté. Ex.: *At 10 tonight, I'll be sleeping.*
- **Futur antérieur:** *will have* + pp → Action qui aura été accomplie à un moment de l'avenir. On le trouve souvent avec « *by* » (= d'ici). Ex.: *I'll have finished my work by the end of the week.*
- **Présent simple:** verbe au présent → Faits certains ou réguliers, emplois du temps, horaires. Ex.: *The train leaves at 6.10.*
- **Présent en -ing:** *be* + V-ing → Fait imminent ou planifié. Ex.: *I'm leaving tomorrow.*

▶ Example 2 The former friend

Hello, John Smith. Do you remember me? We were together at **college**. I'm so glad to be here. We haven't seen each other **for ages**.

When we met for the first time, you were already **keen on** writing. If I remember well, you had even completed a book of poems and a **short story**.

I have always been impressed by your style and your ability to write quickly. You made us move through your words and you **moved us to tears** through your poems.

Since college, I've been very busy too. I have travelled a lot and done some **odd jobs**. But now I'm working as a university teacher. I'm married and I have a two-year old daughter.

Are you married too? How many books have you published so far? What is the best-selling book you've written? Do you plan to write another one?

I'd like to **introduce** you to Janet. I have just met her and she's been writing novels too. Have you published anything so far Janet?

What if we kept in touch? Here is my business card. You'll find my email and phone number. **What about** calling me next week for a dinner so that we can further discuss your projects and activities?

-
- **College:** université
 - **For ages:** depuis des siècles
 - **Keen on:** passionné de
 - **Short story:** nouvelle
 - **To move to tears:** ému/avoir aux larmes
 - **Odd jobs:** petits boulots
 - **To introduce:** présenter
 - **What if:** et si
 - **To keep in touch:** rester en contact
 - **What about:** et si



Focus grammaire

Exprimer des suggestions

Il existe différentes façons de faire des suggestions.

- **What about + V-ing = what if + sujet + prétérit:** et si
- **Why don't you:** pourquoi ne... pas
- **Why not + BV:** pourquoi ne pas
- **If i were you, I would + BV:** à ta place, je...
- **You should + BV:** tu devrais
- **You had better + BV:** tu ferais mieux de
- **I suggest you + BV:** je te suggère de

Shopping

- **Ad(vert)(isement):** (une) publicité
- **Advertising:** (la) publicité
- **Bargain:** bonne affaire/négocié
- **Brick-and-mortar store:** magasin physique
- **Casual:** décontracté
- **Clothes = clothing:** vêtements
- **Credit note:** (un) avoir
- **Customer = shopper:** client
- **Department store:** grand magasin
- **Dirty:** sale
- **Dry cleaning:** nettoyage à sec
- **Fitting room:** cabine d'essayage
- **Flaw:** défaut
- **Flea market:** marché aux puces
- **Garment:** habit
- **Greengrocer:** épicerie
- **Label:** étiquette
- **Loose:** lâche, ample
- **Loyalty card:** carte de fidélité
- **Mall:** centre commercial
- **Neither refunded nor exchanged:** ni repris ni échangé
- **Off-the-peg = ready-to-wear:** prêt à porter
- **Online shopping:** achats en ligne
- **Overdrawn:** à découvert/overdraft (n)
- **Receipt:** (un) reçu
- **Replacement:** échange
- **Retailer:** marchand
- **Sales:** soldes
- **Second-hand:** d'occasion
- **Seller = salesman/saleswoman:** vendeur/vendeuse
- **Size:** taille
- **Smart:** élégant
- **Smudge = stain:** tache
- **Sold out:** épuisé
- **Spendthrift:** dépensier (adj.)
- **Stitching:** couture
- **Tear:** déchirure
- **There is a button missing:** il manque un bouton
- **Tight:** serré
- **To ask for a refund:** demander un remboursement
- **To bargain:** marchander
- **To be torn:** être déchiré
- **To charge:** faire payer
- **To come undone:** se défaire
- **To fit:** bien aller (taille)
- **To get one's money back:** récupérer son argent
- **To go window-shopping:** faire du lèche-vitrine
- **To order:** commander
- **To queue up:** faire la queue
- **To slash prices:** casser les prix
- **To suit:** convenir
- **To try on:** essayer
- **To use a hard sell:** utiliser une stratégie de vente agressive
- **To wear, wore, worn:** porter
- **What's wrong with:** qu'est-ce qui ne va pas avec
- **Wholesaler:** grossiste
- **Wrong:** mauvais
- **Zip:** fermeture éclair

Role-play cards

Complain in a shop

THE CUSTOMER Angry

- Bought a pair of trousers last week.
- Explain the problem with the trousers: torn and can't zip up.
- Problem noticed once at home.
- Had tried the trousers on in the fitting room but noticed nothing.
- Ask for a refund. Refuse exchange (nothing else to buy).
- Show your honesty; deny accusations of damaging the trousers.
- Ask to see the manager.
- Threaten to do bad publicity to the shop and never come back.

THE SALESPERSON Disagree with customer

- Ask how to help the customer.
- Explain that items are not refunded.
- Offer an exchange instead.
- Show the customer around (new arrivals of merchandise).
- The shop would lose a lot of money if everybody did the same.
- Blame the customer for damaging the trousers.
- Should have informed the shop assistant immediately.
- Accept to call the manager.
- Explain the situation to the manager.

THE MANAGER Mediator

- Ask about the problem.
- Ask questions to the customer (if tried the trousers in the shop, when noticed the problem).
- Insist on offering an exchange and not a refund.
- Explain the problem with refunds.
- Issue a credit of the amount of the purchase to use in the shop within three months.

ANOTHER CUSTOMER Disagree with customer

- Listened to the conversation between the customer and the salesperson.
- A regular customer.
- Share the manager's opinion about the high quality of the products.
- Never had any problem; long-lasting.
- Congratulate the sellers on their professionalism and devotion.

Challenge

Try to get reimbursed for a defective pair of trousers.

..... **Alone:** Choose the role of the customer and explain what is wrong.

..... **By 2:** Keep the customer and the salesperson.

..... **By 3:** Keep the customer, the salesperson and the manager.

▶ Example 1 The customer

Excuse me, miss. Can I talk to the manager please? I bought a pair of trousers last week and when I **tried** them **on** at home the next day, I realised there was a problem with the trousers: they are **torn** here and I can't **zip up**.

Of course, I had tried the trousers on in the **fitting room** but I didn't notice anything wrong because there were a lot of people waiting and I just wanted to make sure it was the right **size**. There was no saleswoman at that moment. By the way, it is your role to check the quality of the merchandise, especially given its price.

I do not want an exchange but a **refund**. I don't want to buy anything else. I was just interested in this pair of trousers and nothing else.

I am an honest person. I didn't damage the trousers myself. Why would I have done that? I am used to coming to this shop and I have never had any problem so far.

I am **outraged** by your attitude. Can you call the manager? I want to talk to him or her directly.

If I don't get a refund, you can trust me, I'll do lots of bad publicity on social networks and I will never come back. I will also contact a consumer protection agency as this is a violation of consumer protection laws.

- **To try on:** essayer
- **Torn (tear, tore, torn):** déchiré
- **To zip up:** monter la fermeture éclair
- **Fitting room:** cabine d'essayage
- **Size:** taille
- **Refund:** remboursement
- **Outraged:** indigné



Focus grammaire

Le prétérit simple

- Il sert à parler d'une action finie, sans lien avec le présent. Le prétérit simple sert à décrire des événements qui se sont passés, souvent dans un ordre chronologique.
- V + ed ou 2^e colonne des verbes irréguliers à la forme affirmative; did + sujet + BV dans une question; sujet + did not + BV dans une phrase négative.

▶ Example 2 The salesperson

Hello. How can I help you? I am sorry to hear that your **item** is **defective** but this is not our fault. Some customers are not very **careful**. We sell high quality products from famous brands. We attach great care to the clothes we sell. That is the reason why we are not used to having complaints from our valued customers.

I am sorry but we don't do refunds. We can suggest you buy another item. We have just received the new collection with a large choice of trousers. Let me show you around if you want. The shop would lose a lot of money if everybody did the same.

You should have informed the shop assistant immediately when you tried the trousers on in the shop. The clothes are regularly checked by the personnel, so **there is hardly any chance** that the trousers were **damaged** when you bought them. You may have **torn** them when you tried them on at home.

I will call the manager.

Sir, this customer has brought back a pair of trousers and claims that they were already damaged when she bought them last week. She asks for a refund but I explained to her that we did not do refunds and I offered to do an exchange and show her the new collection but she refused. Could you please explain our non-refund policy to her?

-
- **Item:** article
 - **Defective:** défectueux
 - **Careful:** soigneux
 - **There is hardly any chance:** il y a peu de chances
 - **Damaged:** endommagé



Focus grammair

Le *present perfect simple*

On utilise le **present perfect** pour parler d'actions qui viennent juste de se passer, qui ont une conséquence sur le présent ou qui ont commencé dans le passé mais qui sont toujours en cours dans le présent. Le *present perfect simple* permet d'insister sur le bilan, le résultat d'une action au moment présent.

- Have/has + participe passé (-ed ou 3^e colonne des verbes irréguliers).