

**WORKPLACE ENGLISH – ROLE-PLAY****B1 Lower Intermediate • Student Worksheet****Step 1: Choose Your Role-Play**

Work in pairs. **Choose ONE situation** from the table below.

- Decide who is **Employee A** and who is **Employee B**.

Situation	Employee A	Employee B
1. Extra Time	You need more time to finish a report.	You are the manager.
2. Difficult Customer	You need help dealing with a difficult customer.	You are a helpful colleague.
3. Missed Meeting	You missed an important meeting.	You led the meeting.
4. New Idea	You have a new idea for a project.	You are the manager.
5. Document Mistake	You made a mistake in a document.	You urgently need that document.
6. Missing Info	You need more information to do your work.	You have the information.

Step 2: Prepare Your Notes

Write short notes below to prepare for your conversation. **Do not write full sentences.**

- What is the problem or situation? _____
- What do you need or want to ask for? _____
- What solution can you suggest? _____
- What might your partner say back to you? _____

Step 3: Useful Phrase Bank

Choose expressions to use during your conversation. **Try to use at least 4 phrases!**

Starting the Talk:

■ Do you have a minute? ■ Could I ask you something? ■ I'd like to talk about...

Explaining the Problem:

■ The problem is... ■ I'm having a problem with...

Asking for Help / Permission:

■ Could you help me with...? ■ Would it be possible to...? ■ What do you suggest?"

Responding & Finding a Solution:

■ I understand. / That makes sense. ■ Let's see what we can do. ■ Maybe we could..."

REAL ENGLISH BOX

Professional Workplace Language

Instead of: I want to talk about something.

Try: I'd like to discuss something with you.

Instead of: I have a problem.

Try: I'm having a bit of an issue with...

Instead of: Give me more time.

Try: Would it be possible to give me a little more time?

Instead of: I don't agree.

Try: I see your point, but I'm not sure I agree.

Instead of: I will do it later.

Try: I'll take care of it and get back to you.

Step 4: Role-Play Activity

Speak with your partner for **2 to 3 minutes**. Explain the situation, ask questions, and try to reach a solution.

Your Checklist:

- ☐ Start politely.
- ☐ Explain the situation clearly.
- ☐ Ask a question or ask for help.
- ☐ Suggest a good solution.
- ☐ Listen carefully and respond.
- ☐ End the conversation politely.

(When you finish, swap roles and choose a new situation!)

Step 5: Extra Challenge (Optional)

Pick one unexpected problem below and continue your conversation:

-  Your manager is very busy and has to leave in 1 minute.
-  The deadline **cannot** change.
-  Your colleague has a completely different idea.
-  The customer needs an answer immediately.
-  The computer stops working again.

Step 6: Partner Feedback

Give feedback to your partner after the role-play.

- One thing my partner did well:
- One thing my partner can improve next time: