



LESSON 8: Activity 2

Role play scenarios



Harry's Complaint

Last week, Harry bought top of the range headphones - he'd been saving up for them for ages. When he got home to try them out, the sound wasn't great at all. He went back to the shop with his sister, Helen. He had the receipt for the headphones and explained the problem to the shop assistant and the shop owner. The shop assistant didn't seem to know what to say and the shop owner told Harry that it was up to the manufacturer to fix the problem and not them.

Harry is not happy with this.

Role play the conversation between Harry (and his sister) and the people working in the shop.



Ciara's Complaint

Ciara bought a cooker recently but it stopped working properly, it's not heating up correctly. It's only two months old and came with a one-year guarantee. She contacted the shop where she bought the cooker and they sent a repairman out who said it might be the element and that he'd order the part and get back to her. Since then he hasn't come back or been in touch. Ciara and her husband, Cormac, went to the shop again to find out what was happening, the shop assistant and the manager said it wasn't their problem and it was up to the repair man from the manufacturer to fix it and to contact him not them.

Ciara is not happy with this.

Role play the conversation between Ciara (and her husband) and the people working in the shop.



Susan's Complaint

Susan recently bought a new leather sofa in a sale from a well-known furniture retailer. At the time she thought she had gotten a great deal as the sofa was reduced from €2,000 to €750. The shop went to great lengths to advertise the reduction and Susan felt it was too good an opportunity to miss. Then to her disgust her neighbour was visiting and it turns out she bought the same sofa from the same furniture shop for €750 last month. The neighbour said that it was not on sale at that time and as far as she was aware €750 was the normal price. Susan feels that the shop has misled her. She bought the sofa because she thought she was getting a sofa worth €2,000 for a much reduced price. She and her mother, Stacy, went to the shop to complain but the assistant and the shop manager insist they have not done anything wrong.

Susan is not happy with this.

Role play the conversation between Susan (and her mother) and the people working in the shop.