

Role Play 1: Returning a Defective Product

Roles: Customer & Store Clerk

Customer: Hi, I'd like to **request** a **refund** for this phone charger.

Clerk: All right. Can you **explain** what the **problem** is?

Customer: Sure. It worked for about a week and then completely stopped charging. It's really **important** for me to have a reliable one since I use it every day.

Clerk: Do you have your **receipt**?

Customer: Yes, here it is.

Clerk: We can try to **repair** it, or if you prefer, we can give you a **refund**.

Customer: Honestly, I'd **appreciate** a refund. The **reason** is that I don't want to risk it breaking again.

Clerk: I **understand**. We're usually **busy** with these returns, but since you've got the receipt, it shouldn't be a problem.

Customer: Thanks. I really **value** good service, and I'll keep shopping here if it's handled smoothly.

Clerk: That's good to hear. Here's your **refund**, it's back on your card.

Customer: Perfect. Thanks for your **help** today.

Clerk: No problem at all. We always try to **respect** our customers' needs.

Customer: I'll definitely come back. I appreciate how quickly you handled it.

Role Play 2: Asking a Landlord for a Repair

Roles: Tenant & Landlord

Tenant: Hi, I need to **ask** for a **repair**. The heater in my apartment isn't working.

Landlord: That's a serious **problem**. Can you **explain** what's happening with it?

Tenant: Yes. When I turn it on, nothing happens. It's **very** cold, and this is an **important** issue for my family.

Landlord: I'll check when a repair person is **available**.

Tenant: I'd really **appreciate** if it could be soon.

Landlord: They're **busy** this week, so it might be next Monday.

Tenant: That's too late. The **reason** I'm asking right away is that the kids can't sleep well when it's freezing.

Landlord: I **understand**, but my usual company is booked. I have a **commitment** to use them.

Tenant: Could you please find another option? Maybe **involve** a different contractor?

Landlord: All right, let me make a few calls. Good news — I found someone who can **repair** it tomorrow.

Tenant: That's wonderful. I really **appreciate** your effort.

Landlord: We always try to **respect** our tenants' needs.

Tenant: Thank you. That will really help us stay comfortable at home.

Role Play 3: Negotiating at Work

Roles: Employee & Manager

Employee: I'd like to **request** this Friday off.

Manager: Friday is a **busy** day for us. What's the **reason** you need it?

Employee: It's for a family event. It's **important** to me to be there.

Manager: I'll need to see if we can cover your **work**.

Employee: I can stay late Thursday to meet my **commitments**.

Manager: I **appreciate** that. The **problem** is the deadline for the report. Employee: I **understand**. What if I finish the report today?

Manager: That would help. Could you also **involve** Sarah to finalize the data?

Employee: Yes, I can do that. We can **negotiate** the tasks so everything's covered.

Manager: That sounds fair. I **value** that kind of teamwork.

Employee: So if I finish early and **work** late Thursday, can I **leave** on Friday?

Manager: Yes, I'll make sure it's **available** for you.

Employee: Thank you. I really **appreciate** your flexibility.

Manager: We want to **respect** personal commitments as much as possible.

Employee: That means a lot. Thanks for your **help**.

• request • respect • repair • refund • reason • problem • explain • important • negotiate • appreciate • understand • commitment • please	• could • would • should • with respect • thank you • this • that • without • ask • help • worked • helped	• asks • live • leave • sheet • busy • because • available • very • value • involve
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