

Telephone roleplays

Talk to: John Smith Purpose: Arrange a meeting	You are John Smith
Talk to: Michelle Evans Purpose: Family emergency	Michelle Evans is your boss. She doesn't want to be disturbed.
Talk to: Mr Jones Purpose: Too sick to come to work	Mr Jones is unavailable, take a message
Talk to: Sara Shaw Purpose: You have a question about a business trip	Sara Shaw is your colleague, her line is busy, ask callers to hold
Talk to: Ravi Singh Purpose: There is a problem with the database software	There is nobody of that name in your office