

Intermediate, Upper Intermediate

A1: You are a receptionist of a 5\* hotel. You are very polite and you can deal with annoyed guests. Try to calm down the guest and solve any issues they have. Try to avoid calling the manager.

B1: You are a wealthy businessman staying at a 5\* hotel. You are used to quality service and luxury, but this hotel doesn't offer it. The room is too small, staff is rude, AC is noisy. You want to talk to the manager.

A2: You rent out a flat on Airbnb, and you have been a very popular host so far. Now you have guests who are unhappy about many things. They want to leave and a refund. Persuade them to stay.

B2: You have used Airbnb before and you never experienced any problems. This time you are very unhappy. The flat is far from the sea, far from the centre, it doesn't have a balcony and hot water isn't working. You want to leave and a full refund.

A3: You work in a travel agency. Help your clients to choose an ideal holiday. Ask about their budget, preferences, and expectations. Offer advice, suggest different options. Try to persuade them to try an active, adventurous holiday.

B3: You are planning a holiday. Visit a travel agency and ask for help. Describe your ideal holiday, express your wishes, and ask about all the details. You want to relax, sunbathe and read books.

A4: You are a waiter in a local restaurant in an exotic destination. You serve traditional food which your customers don't know. Explain what the food contains, talk about the ingredients, preparation, texture, etc.

B4: You are on a holiday in an exotic destination. You want to try some traditional food in a local restaurant, but the menu is not in English. Ask the waiter for advice. Find as much about the food as you can.

A5: You sell traditional handmade products on a local market. Praise your products, explain how they are made, if they have any functions or serve only as a decoration. Set your price high and try to sell at best price.

B5: You are visiting a local market, looking for gifts for you and your family. You like handmade, eco-friendly products. Ask a lot of questions and haggle the price down.