



## Enquiries step by step practice

### Making enquiries step by step practice

*Work your way through the roleplays below, taking turns doing the next roleplay. Roleplay the whole conversation each time, until the enquiry is dealt with and then the conversation is smoothly ended. The roleplays should start short and easy and get longer and more difficult as you progress through them. You can use the same topic for each conversation or change topics, whichever you prefer.*

1. Ask for some information
2. Ask for some information with an indirect question
3. Ask for some information with an indirect question and say when you need it by
4. Ask for some information with an indirect question and say when you need it by and why
5. Ask for some information with an indirect question and say when you need it by and why. Ask them to pass your request on to someone else.
6. Ask for some information with an indirect question and say when you need it by and why. Ask them to pass your request on to someone else if they are not the right person to deal with it.
7. Do the same by telephone
8. Do the same by email

### Dealing with enquiries step by step roleplays

*Do the same with the roleplays below.*

1. Provide some information that they asked for
2. Provide some information they asked for and apologise for being late.
3. Provide some information they asked for, apologise for being late and check if you've given the right information.
4. Provide some information they asked for, apologise for being late and explain why you've only given some of the information.
5. Provide some information they asked for, apologise for being late, explain why you've only given some of the information and ask questions about the other information they want.
6. Do the same by telephone
7. Do the same by email