

GET READY FOR A ROLE PLAY

Title of the role play :	Name :	Role :
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INTRODUCE YOURSELF

Who are you ?	I'm an apprentice / student	<i>Hi, nice to meet you</i>
	I'm a customer	<i>I heard about your company. I saw an advert</i>
	I'm the owner of my company	<i>I read your mail My secretary told me that ... I listened to your message</i>
	I'm a technician	<i>My boss asked me to</i>

CHECK WHAT YOU HAVE TO DO

<p>Greeting visitors</p> <ul style="list-style-type: none"> <input type="checkbox"/> smile <input type="checkbox"/> be positive <input type="checkbox"/> explain the next step <p>Confirming the appointment</p> <ul style="list-style-type: none"> <input type="checkbox"/> check the time / the reason why the visitor is here 	<p><i>Nice to meet you ! I hope you're doing well</i></p> <p><i>A beautiful day today, isn't it? Did you find a parking space easily ?</i></p> <p><i>Angoulême is a beautiful city, isn't it ?</i></p> <p><i>Did you have a nice trip/flight ?</i></p> <p><i>Are you here for the 8.00 am appointment with Mr/Mrs?</i></p>
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<p>Working safely</p> <ul style="list-style-type: none"> <input type="checkbox"/> be aware of safety rules <input type="checkbox"/> inform the visitors / customers about the PPE <input type="checkbox"/> tell visitors where PPE may /not always be required <input type="checkbox"/> explain the workshop plan 	<p><i>What was it meant to be ?</i></p> <p><i>When it comes to</i></p> <p><i>Watch out !</i></p> <p><i>It's an accident waiting to happen...</i></p> <p><i>If you've got any better suggestion ...</i></p>
<p>Planning work</p> <ul style="list-style-type: none"> <input type="checkbox"/> devise a timescale <input type="checkbox"/> show a plan on Autocad/Revit <input type="checkbox"/> give the type of wood <input type="checkbox"/> name the tools to be used <input type="checkbox"/> give the different steps <input type="checkbox"/> write/explain a quotation <input type="checkbox"/> explain the reasons why you are doing like this 	<p><i>It might be a good idea to ...</i></p> <p><i>Have you thought about BV+ing ?</i></p> <p><i>How will you set up your workspace ?</i></p> <p><i>It's lovely to work on ...</i></p>
<p>Serving and addressing the customer appropriately</p> <ul style="list-style-type: none"> <input type="checkbox"/> listen closely and avoid interrupting the customer <input type="checkbox"/> give thorough answers to technical questions <input type="checkbox"/> give the customers the different options available to them 	<p><i>Happy to answer any and all questions you have about our work.</i></p> <p><i>Great question ! I'll find that out for you.</i></p> <p><i>I understand how that must be.</i></p>

READ THE DOCUMENTS GIVEN TO YOU. WHAT DO YOU LEARN FROM THEM ?

Pictures

Plan

Estimates

USE THE RIGHT WORDS - HAVE A LOOK AT YOUR FRENCH-ENGLISH PHRASEBOOK FOR JOINERY

