

Role-play for 2011-2012

Un corso di lingua

Vuoi frequentare un corso di lingua italiana a Rimini durante l'estate. Telefoni a una scuola per chiedere informazioni sui corsi.

1. Presentati, di' la ragione per cui telefoni, indica quando e per quanto tempo desideri frequentare la scuola, ecc. (fornisci eventuali informazioni supplementari).
2. Chiedi come sono organizzati i corsi: quante ore di lezione al giorno, cosa si fa in classe, attività extra-curricolari, ecc.). Informati anche sul costo e sulle modalità di iscrizione e di pagamento.
3. Chiedi se la scuola è frequentata da giovani e spiega perché vuoi saperlo.
4. Informati sui tipi di alloggio disponibili e chiedi una descrizione della zona in cui si trova l'alloggio che preferisci. Chiedi se ci sono servizi disponibili in base a quello che ti piace fare nel tempo libero.
5. Di' che arriverai all'aeroporto di Bologna-Forlì e chiedi indicazioni per raggiungere Rimini e l'alloggio. Chiedi anche come raggiungere la scuola dall'alloggio.

A language course

You want to do a language course in Rimini during the summer. You ring a language school to enquire about courses.

1. Say who you are and why you are ringing. Say when and for how long you wish to attend the school, etc. (provide any additional information required).
2. Ask how the courses are organised: number of classes per day, what you do in class, extra-curricular activities, etc. Enquire also about the cost, and about the enrolment procedures and methods of payment.
3. Ask if young people go to the school and explain why you want to know.
4. Enquire about what types of accommodation are available and ask for a description of the area where the accommodation of your choice is. Ask what facilities are available in relation to what you like doing in your spare time.
5. Say that you will be flying to Bologna-Forlì airport and ask for directions to get to Rimini and to your accommodation. Ask also how to get to the school from your accommodation.

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Un problema all'aeroporto

Hai deciso di andare in campeggio nel sud Italia e prendi un volo per Napoli. Quando arrivi, al ritiro bagagli ti accorgi che il tuo zaino non è arrivato. Agitatissimo/a, vai a fare la denuncia...

1. Presentati, e di' che il tuo zaino non è arrivato. Chiedi se è possibile sapere dove si trova e di' che hai molta fretta perché devi prendere un altro volo per Lamezia Terme.
2. Di' con quale volo sei arrivato e da dove, mostra il tagliando di imbarco del bagaglio e descrivi il tuo zaino: colore, dimensioni, etichetta con nome, caratteristiche particolari, ecc. Fornisci qualsiasi informazione supplementare richiesta dall'impiegato/a.
3. Di' che da Lamezia Terme andrai in un campeggio a Tropea. Fornisci il nome, l'indirizzo e il numero di telefono del campeggio. Dai anche il tuo numero di cellulare.
4. Chiedi quanto tempo ci vorrà per riavere il bagaglio e di' che sei molto preoccupato/a perché nello zaino ci sono tante cose fondamentali per te (fornisci qualche dettaglio).
5. Chiedi anche un numero di telefono da chiamare per avere informazioni se non arriva. Ringrazia e raccomandati dell'importanza di riavere il tuo bagaglio al più presto.

A problem at the airport

You have decided to go camping in the South of Italy. You fly to Naples, but when you get there you realise your rucksack has not arrived. Very agitated, you report the loss...

1. Say who you are, and report that your rucksack has not arrived. Ask if it is possible to trace it and say you are in hurry because you have to catch another flight to Lamezia Terme.
2. Say what flight you were on and from where, show the luggage docket and describe your rucksack: colour, size, name tag, any special features, etc. Provide any additional information requested by the lost luggage officer.
3. Say that from Lamezia Terme you will go to a campsite in Tropea. Produce the name, address and telephone number of the campsite. Give also your own mobile number.
4. Say you are very worried because there were some essential things in your rucksack (give some details).
5. Ask how long it will take to have your rucksack back and ask for a telephone number to ring if it is not delivered to you. Thank the lost luggage officer and tell him/her again how anxious you are to get your luggage as soon as possible.

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Prenotazione all'ostello

Vuoi andare a Viareggio con un gruppo di amici in luglio. Prenoterai via e-mail, ma prima telefoni all'ostello per chiedere qualche informazione.

1. Presentati e spiega la ragione della tua telefonata. Di' in che sul sito dell'ostello hai trovato molte informazioni e hai visto che ci sono camere libere, ma che vorresti sapere qualcosa in più su come sono le camere e i bagni.
2. Reagisci alla risposta del/della receptionist, e poi chiedi informazioni sui servizi sportivi a Viareggio, in base alle esigenze del tuo gruppo.
3. Informati sugli orari dell'ostello. Sul sito hai visto che la sera chiude un po' troppo presto per voi. Spiega perché per voi è molto importante che sia aperto più a lungo, e insisti su questo punto.
4. Non sai qual è il modo migliore per raggiungere Viareggio dall'aeroporto di Pisa. Chiedi consiglio al/alla receptionist.
5. Ringrazia, di' che farai la prenotazione via e-mail, e fornisci eventuali informazioni supplementari richieste dal/dalla receptionist.

Booking a youth hostel

You wish to go to Viareggio with a group of friends in July. You will book by e-mail, but you ring the hostel first to get some more information.

1. Say who you are, and why you are ringing. Say you found information on the website and you saw that they have vacancies, but you would like to know more about the rooms and bathrooms.
2. Enquire about sports facilities in Viareggio, according to your group's needs.
3. Enquire about the hostel's opening hours. On the website you saw it closes a bit too early for you in the evening. Explain why it is important for you that it stays open till later, and insist on this point.
4. You do not know what the best way is to get to Viareggio from Pisa airport. Ask the receptionist for advice.
5. Thank the receptionist, say you will book by e-mail, and give any additional information he/she may require.

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In un negozio di abbigliamento

Hai trovato un lavoro a Roma per qualche mese. Durante il tuo soggiorno fai un acquisto in un negozio di abbigliamento. Hai comprato una felpa e una maglietta, ma vuoi cambiarle. Torni nel negozio e parli con il/la commesso/a.

1. Saluta il/la commesso/a e di' quando hai comprato la felpa e la maglietta.. Di' che vuoi cambiarle e spiega perché (non ti piace il colore, ecc.).
2. Il/la commesso/a ti dice che non si possono cambiare perché hai fatto l'acquisto più di un mese prima. Insisti che vuoi cambiarle (non è giusto, ecc.).
3. Spiega anche perché non sei andato/a prima: molto occupato/a al lavoro, non ti sei accorto/a prima del problema, ecc.
4. Il/commesso/a risponde alla tua motivazione e dice che non è autorizzato/a a prendere questa decisione. Telefona al proprietario del negozio, e riferisce quello che dice che possono fare per te.
5. Decidi se accettare o no l'offerta e rispondi di conseguenza.

In a clothes shop

You found a job in Rome and you're going to be there for a few months. While you are there you buy a sweat-shirt and a T-shirt in a clothes shop, but you want to change them. You go back to the shop and speak to the shop assistant.

1. Greet the shop assistant, and say when you bought the sweat-shirt and the T-shirt. Say you want to change them and explain why (you don't like the colour, etc.).
2. The shop assistant tells you that you can't change them because you bought them over a month before. Insist that you want to change them (it's not fair, etc.)
3. Explain also why you didn't go sooner: very busy at work, you didn't notice the problem before, etc.
4. The shop assistant responds to what you say and says the he/she is not authorised to make a decision on this. He/she rings the shop owner, and then reports what he/she says they can do for you.
5. Decide whether you want to accept the offer and respond as appropriate.

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Un furto

Sei in vacanza in Italia. Mentre stai pagando nel bar di una stazione, un uomo/una donna afferra il tuo portafoglio e scappa via. Vai al posto di polizia nella stazione per denunciare il furto.

1. Presentati e di' che un uomo/una donna ti ha rubato il portafoglio. Spiega quando e dove è successo, e chiedi cosa devi fare.
2. Fornisci una descrizione del/della ladro/a per quello che ricordi (aspetto fisico, segni particolari, età e abbigliamento)
3. Fornisci una descrizione del portafoglio (colore, materiale e dimensioni) e del suo contenuto.
4. Chiedi aiuto (usare il telefono, bloccare carte, contattare ambasciata, ecc.) e rispondi a eventuali altre domande del/della poliziotto/a.
5. Di' dove sei diretto, lascia un recapito e prendi accordi con il/la poliziotto/a su cosa fare dopo la denuncia.

A theft

You are on holidays in Italy. While you are paying at the café at a railway station, a man/woman snatches your wallet and runs away.

1. Say who you are, and say that a man/woman snatched your wallet. Say when and where it happened, and ask what you should do.
2. Give a description of the thief, as much as you can remember (physical appearance, distinguishing marks, age and clothing).
3. Give a description of your wallet (colour, material, size) and of its content.
4. Ask for help (use the phone, cancel cards, contact embassy, etc.) and answer any further questions the police officer may ask.
5. Say where you are going, leave contact details and make arrangements with the police officer regarding what to do after reporting the theft.

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