

EXAMINER'S CARD

ROLEPLAY

Situación 1

La playa

You are on duty in the First Aid hut on Magdalena beach, Santander, when a young person approaches.

¡Hola! ¿Cómo puedo ayudarte?

¡Déjame ver! Bueno, te puedo limpiar y ponerte una tiritita. ¿Cómo te pasó?

Me parece que vas a necesitar puntos. O sea, tendrás que ir al hospital.

Tranquilo/a. Yo les aviso y os llamo un taxi.
¿Tienes la Tarjeta Europea de Seguro Sanitario?

Muy bien. Voy a llamar al taxi en seguida.

Ask a question **relevant** to the situation.

CANDIDATE'S CARD

ROLEPLAY

Situación 1

La playa

You are on the Magdalena beach in Santander. As you are going down for a swim, you stand on a piece of broken glass and cut your foot. You go to the First Aid hut.

Estás en la playa de La Magdalena en Santander. Mientras te acercas al mar para bañarte, pisas un trozo de cristal roto y te cortas el pie. Vas al puesto de primeros auxilios.

Say you are sorry to bother him/her but you have cut your foot.
Say it is bleeding a lot but you do not think it's serious but it hurts badly.

Explain that you were going down to have a swim when you got a sharp pain in your left foot.
Say that you stood on a piece of broken glass.

Say you don't know where it is or how to get there.
Explain that your friends are still on the beach and don't know about your accident.

Say you haven't got it on you because it's in your wallet in the youth hostel.
Tell him one of your friends can get it on the way to the hospital.

Respond appropriately to the question.

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Situación 2

El curso

You are working at a language centre in Valencia when a student rings to cancel a course.

Muy bien. ¿Cuál es su número de matrícula?

Bueno. ¿Sabe que tiene que avisarnos con por lo menos un mes de antelación? Sí no, pierde el depósito.

¿Y si le cambio la plaza hasta julio?

Vale. Mándeme el certificado médico y veré lo que se puede hacer.

Ask a question **relevant** to the situation.

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Situación 2

El curso

You have booked an intensive Spanish course in Valencia but you cannot because you have had an accident. You ring to cancel it.

Has reservado un curso intensivo de castellano en Valencia pero no puedes ir porque has tenido un accidente. Llamas para cancelarlo.

Say hello and tell the person your name and that you are ringing from Ireland.
Say that you had booked a place on an intensive Spanish course in June.

JE 147.

Explain that you cannot attend because you have broken your ankle.

Say that it is not your fault.

The doctor says that you need up to eight weeks of complete rest.

Say that you can send a medical certificate.

Say that July is not possible either.

You have to go to your cousin's wedding in the middle of July.

Ask if there is any way that the deposit can be returned.

Explain that you cannot afford to throw away €150.

Respond appropriately to the question.

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Situación 3

El hotel

You are working at the reception desk in a hotel when a customer comes up to you.

Hola. ¿En que puedo servirle?

¿Me puede dar el nombre de la persona que hizo la reserva?

Es verdad. Le pido disculpas. A ver. Lo siento pero no hay otra disponible hasta mañana.

¡Espere! No se altere. Hay una solución. La suite presidencial no está ocupada.

Ask a question **relevant** to the situation.

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Situación 3

El hotel

You booked a room with a balcony and sea views in Alicante. When you arrive at the hotel, you find that your room looks out onto a courtyard. You go to reception to complain.

Has reservado una habitación con balcón y vistas al mar. Cuando llegas al hotel, descubres que la habitación da a un patio de luces. Vas a la recepción para quejarte.

Say you have just arrived and there has been a mistake.
You booked a room with a balcony and sea view but the one you have only looks onto a courtyard.

Say it was you.
Give your name and say that you have a copy of the booking with you.
Explain that you booked it online.

Say that this is completely unsatisfactory.
You are going to complain to the tourist office and give the hotel a bad review.
Explain that you are very disappointed.

Say that's wonderful because it's very luxurious.
Say you saw it on the hotel's web page.
It occupies the entire top floor of the hotel and has its own swimming pool.

Respond appropriately to the question.

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Situación 4

El tren

You are the ticket inspector on a train when you meet a customer on board who has no ticket.

Buenos días, señores pasajeros. Sus billetes, por favor.

Lo siento yo también, pero no es tan fácil. Hay una multa por viajar sin billete.

Lo entiendo perfectamente, pero las normas son las normas.

Puede rellenar una hoja de reclamación en la oficina de información de su destino.

Ask a question **relevant** to the situation.

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Situación 4

El tren

You catch a train at the last minute in Valladolid. You did not have time to buy a ticket but think you can buy one on the train.

Coges el tren en el último momento en Valladolid. No tuviste tiempo para comprar un billete pero crees que lo podrás comprar en el tren.

Speak to the Inspector saying you are sorry that you don't have a ticket.
Explain that you didn't have time to buy it at the station because there was a huge queue at the ticket office.

Say that you had no idea of cheating anyone.
It's just that, as you said, you arrived too late.
Say you had to catch this train because the next one doesn't leave until 7pm.

Say these rules seem unfair to you.
Say you don't want to argue because you know he/she is only doing his/her job.

Say that's what you will do. Ask him/her for a ticket and ask how much the fine is.

Respond appropriately to the question.

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Situación 5

Las Islas Cíes

You are the captain of a boat that sails every day to and from the Islas Cíes off the coast of Galicia.

¡Suba! Vamos a zarpar ya.

A lo mejor decidieron pasar la noche aquí.

Ya lo sé pero no puedo estar aquí esperando toda la noche.

Vale. Puedo esperar diez minutos pero no más.

Ask a question **relevant** to the situation.

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Situación 5

Las Islas Cíes

You and some friends are on a day trip to the Islas Cíes. While they are on the beach you go for a walk. When the last boat back is about to leave, they have still not arrived at the pier.

Tú y unos amigos/unas amigas estáis en Las Islas Cíes para pasar un día. Mientras ellos/ellas están en la playa tu vas de paseo. Cuando el último barco de regreso está a punto de salir, ellos/ellas aún no han llegado al muelle.

Say that your friends are not here.
Explain that while they were on the beach you went for a walk.
Say that you arranged to meet here around 7.30pm.

Say you didn't bring a tent and there are no hotels or youth hostels on the island.
Besides, you need a special permit to spend the night because it's a national park.

Say you could run down to the beach and that you will surely meet them along the way.
Ask the captain to wait ten minutes.

Say you hear voices in the trees - it must be them.
Explain that you are fed up - they are always very lazy.
Thank the captain for being so kind.

Respond appropriately to the question.