

## Activity Type

Speaking Activity:  
role-play, asking and  
answering questions from  
prompts, communicative  
practice (pair work)

## Focus

Indirect questions

## Aim

To role-play two  
situations where  
someone politely asks for  
information using indirect  
questions.

## Preparation

Make one copy of the role  
sheets for each pair of  
students.

## Level

Intermediate (B1)

## Time

30 minutes

## Introduction

In this indirect questions activity, students role-play two situations where someone politely asks for information using indirect questions

## Procedure

Before the students begin the activity, review how to make indirect questions with the class and write some polite expressions for indirect questions on the board.

Examples:

Could you tell me...	I'd like to know...
Do you know...	Would it be possible...
I was wondering...	Is there any chance...

Next, divide the students into pairs (Student A and B).

Give each student a corresponding role sheet.

Tell the students to read their role card for the first situation (at the ticket office).

Explain that Student A is going to play the role of a ticket agent and Student B is going to be a customer.

Student B's task is to politely ask for information about a flight to London using indirect questions.

When the students are ready, have them role-play the situation with their partner.

Remind the customers to use an indirect question each time and encourage the pairs to extend the dialogue if they can.

When the students have finished, ask some pairs to act out their role-play in front of the class and give feedback.

Afterwards, the pairs move on to the second role-play.

In the second role-play (at the hotel), Student A takes on the role of a hotel guest and Student B takes on the role of a hotel receptionist.

Student A's task is to use indirect questions to politely ask for hotel information.

When everyone has finished, have some pairs present their role-play to the class as before and give feedback.

## Student A

### At the ticket office: Ticket agent

You work at a ticket office for British Airways. Answer a customer's questions using the following information:

1. A business class ticket to London is \$600. An economy class ticket to London is \$325.
2. The flight duration is five hours.
3. The plane departs at 1:45 p.m. Passengers must check in three hours before the flight.
4. The baggage weight restriction is 30kgs for business class and 15 kgs for economy.
5. There is unlimited food and drink for business class passengers and one meal is served for economy class passengers.

### At the hotel: Guest

You are staying at the Shangri-La Hotel in Dubai. Using indirect questions, politely ask the receptionist about the following information:

1. Is there free Wi-Fi in the hotel?
2. What time is breakfast served?
3. What is the room to room dialing code?
4. What floor is the gym on?
5. Is there a laundry service?

When you have finished, thank the receptionist and ask them to call a taxi for you.



## Student B

### At the ticket office: Customer

You want to book a flight to London with British Airways. Using indirect questions, politely ask the ticket agent about the following information:

1. How much does a flight to London cost?
2. How many hours does the flight take?
3. What time does the plane depart?
4. What is the baggage weight restriction?
5. Will meals be served on the flight?

When you have all the flight information, decide if you want to fly business or economy and ask if you can pay by credit card.

### At the hotel: Receptionist

You are a receptionist at the Shangri-La Hotel in Dubai. Use the following information to answer a guest's questions:

1. Free Wi-Fi is available throughout the hotel.
2. Breakfast is served from 6:30 to 10:30 a.m.
3. To call another room, press 8 followed by the room number.
4. The gym is on the 10th floor.
5. There is a 24-hour laundry service. Items will be returned the following day.

