

Workplace Simulations

by Arlington Hills Functional Work English Program

Purpose:

- To prepare students for workplace situations
- To combine various levels and classes for multi-level conversation

Objectives:

- Students will be introduced to various workplace dialogues.
- Students will practice simple workplace skills.
- Students will interact with other students in a mock workplace.

Prep:

- Think about the unit or topic that you will be covering and create a mock environment.
- Create a simple dialogue (worker and customer) for students to follow. It helps to spend some time practicing this in class before the simulation.
- Bring in authentic materials such as clothing, food, coffee or money.
- Create a "passport" basically a list of your dialogues and a box next to it for the teacher to check off.

Steps:

- Have half of the students stay in the room as the "workers" and have them read the worker portion of the dialogue.
- The other students enter the room as the "customers" and read the customer portion of the dialogue.
- They visit each of the stations or scenarios and check each off in their "passport," as they complete each station.
- When the first group is finished, they switch roles and repeat the activity.

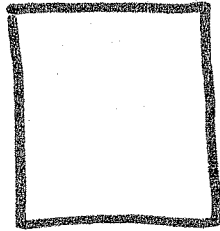
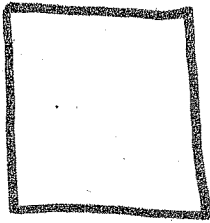
Follow-Up:

- Follow up by reviewing the conversations in class.
- Give a dictation on new vocabulary words learned or sentences, depending on the level.
- Extend the activity by having students create another dialogue that might happen in each workplace scenario.

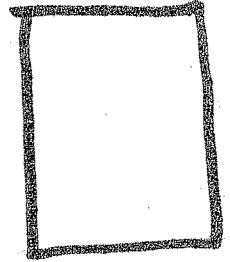
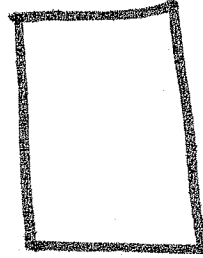
** Attached is a sample of one workplace scenario with dialogues and passport.

Passport

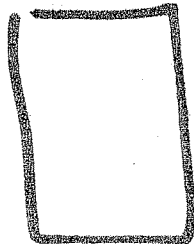
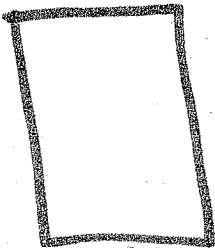
doctor



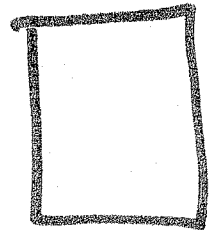
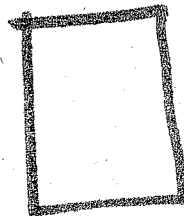
grocery store



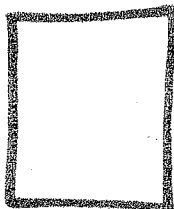
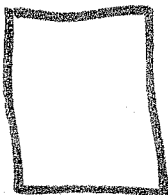
bank



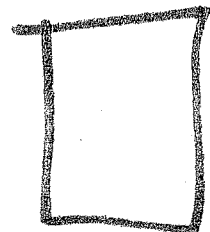
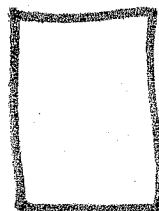
dentist



coffee shop



baby store



The Coffee Shop

Shop Worker: Good morning. Can I help you?

Person: Yes, I want a cup of _____.

Shop Worker: What size do you want?

Person: I want a _____.

Shop Worker: Do you want cream?

Person: _____.

Shop Worker: Do you want sugar?

Person: _____.

Shop Worker: Here you go.

Person: Thank you.

The Grocery Store

Person: I want to buy a _____.

Checker: Ok. That will be \$_____.

Person: Here's \$_____.

Checker: \$_____ is your change. Have a good day.

Person: Thank you. You too.

The Baby Store

Shop Worker: Good morning. Can I help you?

Person: Yes, I need baby clothes for a girl.

Shop Worker: Do you like this?

Person: Yes. How much is it?

Shop Worker: It's \$_____.

Person: Ok. I'll buy it.

The Bank

Banker: Good morning. Can I help you?

Person: Yes, I want to cash a check please.

Banker: Can I see your ID?

Person: Yes. Here it is.

Banker: Do you want your cash in 10s or 20s?

Person: 20s please.

Banker: Ok. Here is your cash. Thank you.

Person: Thank you.