

Activity Type

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

Focus

Indirect questions

Aim

To practice asking for
information using indirect
questions.

Preparation

Make one copy of the
role cards for each pair
of students and cut as
indicated.

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

Begin by reviewing 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 card.

Students begin by reading their role cards for the first situation, which takes place at a ticket office.

One student assumes the role of the ticket agent, while the other plays the customer.

Next, the two students participate in a role-play where the customer politely asks for information about a flight to London, using indirect questions.

Afterwards, pairs move on to a hotel role-play.

In this scenario, one student takes on the role of a hotel guest, and the other acts as the hotel receptionist.

The guest then uses indirect questions to politely ask for information about the hotel.

Finally, pairs present their role-plays to the class.

Student A

At the ticket office: Ticket agent	At the hotel: Guest
<p>A. You work at a ticket office for British Airways. Answer a customer's questions using the following information:</p> <ol style="list-style-type: none"> 1. A business class ticket to London is \$600. An economy class ticket to London is \$325. 2. The flight time 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 limit is 30 kg for business class and 15 kg for economy. 5. There is unlimited food and drink for business class passengers and one meal is served for economy class passengers. 	<p>B. You are staying at the Shangri-La Hotel in Dubai. Politely ask the receptionist about the following information using indirect questions,</p> <ol style="list-style-type: none"> 1. Is there free Wi-Fi in the hotel? 2. What time is breakfast served? 3. What is the room-to-room dialling code? 4. What floor is the gym on? 5. Is there a laundry service? <p>When you have finished, thank the receptionist and ask them to call a taxi for you.</p>


Student B

At the ticket office: Customer	At the hotel: Receptionist
<p>A. You want to book a flight to London with British Airways. Using indirect questions, politely ask the ticket agent about the following information:</p> <ol style="list-style-type: none"> 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 limit? 5. Will meals be served on the flight? <p>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.</p>	<p>B. You are a receptionist at the Shangri-La Hotel in Dubai. Use the following information to answer a guest's questions:</p> <ol style="list-style-type: none"> 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 and then 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.