

ACTIVITY 2 · SERVICE-COUNTER ROLEPLAY

Scenario Cards · Page 1 of 2

Travel mishaps. Cut horizontally between cards.

CARD 1 · TRAVEL

Airline lost-baggage counter

CUSTOMER

Your suitcase didn't arrive on the carousel.
You have an evening event tonight and need clothes.

スーツケースが届かなかった。今夜の予定がある。

STAFF

Ground crew. Apologise. Take details. Offer one option.

CARD 2 · TRAVEL

Airline gate agent

CUSTOMER

Your connecting flight was cancelled. You need to be at a wedding tomorrow morning.
乗り継ぎ便がキャンセル。明日朝の結婚式に出なければならない。

STAFF

Gate agent. Check alternatives. Be honest about limits.

CARD 3 · TRAVEL

Hotel front desk

CUSTOMER

You booked a quiet high floor. Your room is on the ground floor next to the elevator.
静かな高層階を予約したのに、エレベーター横の1階の部屋。

STAFF

Receptionist. Check availability. Offer a compromise.

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Daily mishaps. Cut horizontally between cards.

CARD 4 · DAILY

Restaurant

CUSTOMER

The dish arrived but it's not what you ordered.
You're on a tight lunch break.
頼んだものと違う料理が来た。昼休みは短い。

STAFF

Server. Apologise. Confirm the order. Solve it quickly.

CARD 5 · DAILY

Electronics store · customer service

CUSTOMER

Your coffee maker stopped working after one week. You have the receipt with you.
コーヒーメーカーが1週間で壊れた。レシートはある。

STAFF

Customer service desk. Ask about the problem. Explain options (refund / exchange / repair).

CARD 6 · DAILY

Dental clinic

CUSTOMER

The receptionist called to move your appointment 2 hours earlier — you'll miss it.
予約時間が2時間前倒しになり、間に合わない。

STAFF

Receptionist. Apologise for the change. Find a different time.