Act Out Bad News Situations

B1-PLUS · Role-play · WORKSHEET

Name: _____ Date: _____

1. Choose the best sentence.

Choose the best sentence for the role-play.

1. Breaking bad news:
   Choices: I’m afraid I have some bad news. Your order has been delayed. / Your order late. Bad. / Order you is not here.

   Answer: _____

2. Reacting:
   Choices: Oh no! I was supposed to receive it today. / No good this. / Delay stop now.

   Answer: _____

3. Offering a solution:
   Choices: I can offer you a discount, or we could send it by express. / I offer nothing now. / You wait and no questions.

   Answer: _____

4. Agreeing:
   Choices: That sounds fair. Express delivery would be great. / No, but fine. / Whatever you say.

   Answer: _____

2. Complete the role-play.

Write one word.

1. I’m ___ I have some bad news.

2. Unfortunately, your flight has been ___.

3. What are my ___?

4. That sounds ___. Thank you.

3. Prepare.

Prepare a bad-news dialogue.

1. Write the bad news.

3. Prepare. (continued)

2. Write a reaction and a question.

3. Write a solution and agreement.