

1. You've broken your cell phone and are at the store where you bought the phone and set up your service plan. Explain to the store employee what happened and try to get your phone repaired/replaced as cheaply and quickly as possible.
2. You want to rent an apartment. Talk to the property manager and describe what you want. Ask four or five questions to find out everything you need to know.
3. You've been shopping with friends at the Mall of America today, but discovered when leaving that the weather is too bad for you to drive safely back to Ames. You've therefore gone to a nearby hotel to reserve a room. Describe the type of room you want and your price limit, and ask 3 or 4 questions about hotel rules.
4. Call and invite a friend to a party. Tell your friend three or four things he/she needs to know about the party.
5. You go to a store to buy a gift for a friend. You have a price limit. Describe the friend to the clerk and ask what he/she recommends. Ask to have the gift sent/delivered to your friend.
6. Call and ask a friend to go to the movies with you. Make arrangements regarding time, place, and getting something to eat afterwards.
7. Your neighbor is going on vacation and has asked you to take care of things while he/she is away. Ask four or five questions to find out what you need to know.
8. You are at the Ames post office. You want to mail a package to your parents. Ask the clerk three or four questions to find out what you need to know to mail the package.
9. You are in New York. You missed your plane to Washington, D.C.. Ask the person behind the counter three or four questions to find out what you need to do to get to Washington, D.C. quickly.
10. You are left alone in a room with a friend's grandparent. Make polite conversation with him/her while you wait for your friend.
11. You borrowed a friend's car and had a slight accident. Call your friend, explain what happened, describe the damage, and offer a solution.
12. You stayed late at work and are the only one in the office. You left to get a drink of water and locked yourself out. You don't have identification with you. Call and explain your situation to the ISU police and ask them to open the door to your office.
13. A window in your apartment is broken. Call your property manager, describe the problem, explain how it happened, and try to get the window repaired as quickly as possible.
14. You bought a pair of shoes at a store in Ames. When you get home, you try them on again and realize they don't fit you well. Also, you don't like their style. Return to the store and try to get your money back.
15. Your camera has been stolen. Call the police, explain what happened and where, and find out what to do.
16. After finishing a meal in a restaurant, you discover they only accept cash payment. Unfortunately, you have only about \$2 in cash with you and your credit or debit card. Explain your situation to the waiter/waitress and make some arrangement to pay the bill.
17. You return with a coat to the dry cleaner. Explain to the owner why you are returning the coat to be recleaned at his/her expense and why it is in his/her interest to do a good job.
18. You had a minor car accident. No one was hurt seriously. Call the police, describe how the accident happened, describe the scene, and find out what to do.
19. You missed an important exam and have made an appointment with the teacher/professor. Explain what happened and try to arrange for a make-up exam.
20. In one of your classes this semester, your professor assigned all students to randomly selected groups of 4 so you could complete all major assignments as a group. It's now the end of the semester, so you've

invited your groupmates to your house to celebrate. Give one of your groupmates directions to your home.

21. You tripped on a branch and injured your foot while hiking this morning. You made it back home, but now at 5:30 p.m, you are unable to walk. Call the doctor's office, describe what happened and your current condition, and try to arrange to see someone.
22. You ordered a book and have been tracking it online. The website says it was delivered the day before yesterday, but you didn't find it in your mailbox or at your door. You're now on the phone with a post office employee and need to explain what happened and ask what to do.
23. You need to reserve a study room at the library to meet with your team members who are working together on a class project. Everyone is free to meet from 7-9 p.m. tomorrow. Call the library information desk and explain your situation. Reserve a study room for your group.
24. You've been ill for the past two days and so are at the doctor's. Explain to the doctor what's wrong and ask for a treatment type that will ensure you're healthy enough to do well on your final exams next week.