

Business English Teachers Training

End Term Assignment

1. Please design a detailed role play activity along with role cards and role play dialogues for any of the following situations:

You are a customer service executive of a food delivery company and an irate customer has called up with complaints regarding the quality of food and the delivery service.

Or

You need to apply for a 7-day leave due to an urgent situation at your home during the peak season. You need to talk your manager and convince/negotiate with him/her to get your leave approved.

2. “The trainer needs to resemble a professional consultant and coach concerned with meeting the client’s need”. Please justify the statement along with examples supporting the statement. **(250-300 words)**