











Telephoning Problems Challenge Board Game

Rules of the game: Choose a counter to represent each person (e.g. different erasers or coins) and place them all on square 1.

Choose who will start first. That person must a telephone conversation with their partner to solve the problem on the square they are on. They can then move forward a number of squares depending on how well they solved it: Did not find a solution= move forward only one square./Solved the problem and spoke well and politely= move forward 4 squares/ Solved the problem, but with difficulty or not using polite English= move 2 or 3 squares.

1. You don't know what number to dial 	2. You don't know who to speak to 	3. You don't know which extension number 
6. The receptionist mispronounces your name 	5. The person you want to speak to has left the company 	4. The person you want to speak to is in a meeting
7. Nobody with that name works in the company 	8.  The person you want to speak to is on another line	9. You are put on hold for a very long time 
12. The person you want to speak to is out of the office 	11. You can't pronounce the name of the person you want to speak to ("Mr. Boisseaux")	10. You have dialled the wrong number 
13. The person you want to speak to is not at their desk 	14. The person you want to speak to is away on a business trip 	15. You have phoned the same person many times and they are still not available 
18.  You want to leave a message	17. You are put through to the wrong person 	16. Your phone is broken 
19. You want the mobile number of the person you want to speak to	20. You get a mobile answer machine 	21. The person you speak to can only speak to you for one minute
24. You can't hear the person's voice very well 	23. The person you speak to is not available for a meeting at the time you would like	22. You mobile battery is running out 
25. You have a bad signal on your mobile 	26. The person you are speaking to won't stop speaking and finish the conversation	27. Congratulations, you have finished the game! 