

# ESL Kids World: Visting the Zoo

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Perform the role play with a friend. Find the synonym for the words in the brackets.

Customer service officer	Caller
<p>Good morning, Singapore Zoo. This is _____ speaking. How may I help you?</p>	<p>Good morning, My name is _____. I am teacher at _____ school and wanted to request a _____ (printed document).</p>
<p>Sure. We can send you a _____ (printed document). The _____ (printed document) includes lots of _____ (facts) about our zoo. Can you tell me your address, please?</p>	<p>Yes, I can. Our school address is _____. We are planning an _____ (trip) to Singapore Zoo and wanted to know which time would you _____ (advise)?</p>
<p>I _____ (advise) visiting in October or November as the weather is much more _____ (pleasant). Is there any other _____ (facts) you need?</p>	<p>Yes, can you _____ (help) our school with the booking and _____ (trip)?</p>
<p>Absolutely! We can even _____ (go with) you around the zoo with our tour guides.</p>	<p>Great! That sounds perfect! I will wait for the _____ (book) to arrive and then discuss the _____ (trip) with my school.</p>
<p>Take your time. I hope we can speak soon and _____ (help) you in any way possible for your school _____ (holiday).</p>	<p>Thank you. We will contact you my _____ (electronic mail) or through your _____ (group of web pages). Goodbye.</p>

