

Role play scripts



Calling for an ambulance

Caller dials 999.

Operator: Emergency services, which service do you need?

Caller: I need an ambulance please.

Operator: What's your name and where are you calling from?

Caller: My name is ___ and I'm calling from ___.

Operator: Can you tell me what's happened?

Caller: ___ has fallen over and cut their arm.

Operator: Are they awake?

Caller: Yes.

Operator: Are they breathing?

Caller: Yes, but there's some blood and I'm really worried.

Operator: The ambulance is on its way and I'll help you. Find a clean bandage or towel and press it against their cut.

Caller: OK I'll do that. Should I hang up now?

Operator: No, stay on the line so I can keep helping you. Look after ___ and tell them that help is on the way.

Caller: The ambulance is here.

Operator: You can hang up now.

Caller: OK, thank you.

Calling the fire brigade

Caller dials 999.

Operator: Emergency services, which service do you need?

Caller: I need the fire brigade please.

Operator: What's your name and where are you calling from?

Caller: My name is ___ and I'm calling from ___.

Operator: Can you tell me what's happened?

Caller: There's a fire in the kitchen and it's getting really big.

Operator: Has everyone gone outside?

Caller: Yes.

Operator: Is there anyone left in the building?

Caller: No.

Operator: The fire service is on its way. Don't go back inside the building.

Caller: OK, I won't. I can see the fire engine.

Operator: You can hang up now.

Caller: OK, thank you.

Calling the police

Caller dials 999.

Operator: Emergency services, which service do you need?

Caller: I need the police please.

Operator: What's your name and where are you calling from?

Caller: My name is ___ and I'm calling from ___.

Operator: Can you tell me what's happened?

Caller: Someone's broken into our meeting place and stolen things.

Operator: Is the person still there?

Caller: No.

Operator: Stay outside and don't touch anything. Is there somewhere you can wait where you'll be safe?

Caller: I'll wait in the shop across the road.

Operator: That's great. The police are on their way. You can hang up now.

Caller: OK, thank you.