Put the right name on the badge.

Two people can hear the same name and spell it differently.

Pair practice

Send each partner the link for their role on the same row. The reader says the script once. The listener types what they heard, asks one precise question, then checks. Swap roles.

Try asking "Is that one N or two?"

CASE		PERSON TAKING THE MESSAGE	PERSON SPEAKING
01	Welcome list	Open listener	Open reader
02	Changing a badge	Open listener	Open reader
03	Coat check	Open listener	Open reader
04	Guest speaker	Open listener	Open reader
05	Lunch pickup	Open listener	Open reader
06	Workshop list	Open listener	Open reader
07	Table reservation	Open listener	Open reader
08	Visitor pass	Open listener	Open reader
09	Team roster	Open listener	Open reader
10	Parcel counter	Open listener	Open reader

Exit check Ask your partner which detail changed their answer and how they confirmed it.

Where should the reply go?

One misplaced dot can send a message to the wrong inbox.

Pair practice

Send each partner the link for their role on the same row. The reader says the script once. The listener types what they heard, asks one precise question, then checks. Swap roles.

Try asking **"Was that a dot or an underscore?"**

CASE		PERSON TAKING THE MESSAGE	PERSON SPEAKING
01	The studio inbox	Open listener	Open reader
02	A desk for two	Open listener	Open reader
03	Night shift	Open listener	Open reader
04	The revised label	Open listener	Open reader
05	A numbered inbox	Open listener	Open reader
06	Old domain	Open listener	Open reader
07	The small repair	Open listener	Open reader
08	The volunteer team	Open listener	Open reader
09	Label the message	Open listener	Open reader
10	The last handoff	Open listener	Open reader

Exit check Ask your partner which detail changed their answer and how they confirmed it.

Read the booking code back.

A zero, the letter O, and a correction can change a reservation.

Pair practice

Send each partner the link for their role on the same row. The reader says the script once. The listener types what they heard, asks one precise question, then checks. Swap roles.

Try asking **"Was the last character zero or the letter O?"**

CASE		PERSON TAKING THE MESSAGE	PERSON SPEAKING
01	Early arrival	Open listener	Open reader
02	Luggage room	Open listener	Open reader
03	Gallery entry	Open listener	Open reader
04	Two letters first	Open listener	Open reader
05	Boat tickets	Open listener	Open reader
06	A changed digit	Open listener	Open reader
07	Collection slot	Open listener	Open reader
08	The paired letters	Open listener	Open reader
09	Last two seats	Open listener	Open reader
10	Desk transfer	Open listener	Open reader

Exit check Ask your partner which detail changed their answer and how they confirmed it.