



Lesson 6

**Phone call roleplay**

For many young people, a phone call is the most dreaded way to communicate. As you enter the working world the time will come when you can no longer avoid it.

An effective way to reduce dread of the unfamiliar is to experience it, so we've prepared a short roleplay that will allow you to explore a typical interaction you'll have with Revenue Jersey.

**Get into pairs:**

There are materials for 2 scenarios in your packs.

**You have 5 minutes for each scenario**

**TASK**

**Decide who will be the customer and the advisor.**

1. As the customer, take 2 minutes to complete a Call Prep Note using the scenario information given.
2. As the advisor, read your script.
3. Run through your call together.

Swap roles and repeat using the 2<sup>nd</sup> scenario.

## A

### Scenario A - Customer

It's 27<sup>th</sup> June. You've got your first ever job: A 6-week internship with a local company coming up. You have just re-read the email with your terms of employment, and realised there are some actions in it you've not realised you need to complete:

"We are you have accepted our offer of a place on our Student Internship Programme, running 25<sup>th</sup> July to 6<sup>th</sup> September 2026.

During your time with us you will be working in our Analytics team. You will take part in our weekly Business Orientation sessions to learn about the different parts of or organisation.

You will receive an internship gross salary of £500 per week, paid monthly on the last Friday of the month.

Please send a copy of your registration card and Tax ITIS rate to [hrpay@business.com](mailto:hrpay@business.com) no later than 1st July to allow us to set you up on our payroll system."

Please arrive at our Reception on the Esplanade at 9.30 am Monday 25<sup>th</sup> July."

#### CALL PREP NOTES

|                                       |  |
|---------------------------------------|--|
| Telephone number                      |  |
| Service / Person I want to speak with |  |
| My name                               |  |
| Reason for call                       |  |
| Date of birth                         |  |
| Address / postcode                    |  |
| JY / TIN number                       |  |
| Information I need to have ready      |  |
| Any questions I have                  |  |

**A****Scenario A - Advisor**

You'll start the conversation for your roleplay:

**Your script:**

**Good morning Revenue Jersey personal tax team, how may I help you?**

*(caller will explain what they want)*

**Ok, I am sure we can help you with that.**

**May I have your full name please?**

*(caller will give their name)*

**I just need to ask you some security questions to verify your identity before we go further.**

**Can you confirm your JY number, or TIN number please?**

*(caller will give information)*

**Can you give me your date of birth please**

*(caller will give information)*

**And the first line of your address and postcode please?**

*(caller will give information)*

**Ok, I can see from your record that this will be your first employer is that correct?**

*(caller will give information)*

**That's great, congratulations! Is this going to be a permanent role or just a summer job?**

*(caller will give information)*

**OK, may I ask, are you still going to be in full time education after this role or will you be planning to get further full time work?**

*(caller will give information)*

**Right, that'll be some good experience to have.**

**Please can you give me the employer name**

*(caller will give information)*

**And the start and end dates for the work**

(caller will give information)

**And the gross salary, either weekly or monthly.**

(caller will give information)

**Do you know are you likely to be working overtime?**

(caller will give information)

**Now because you are only working for a few weeks, you will not be anywhere near the threshold for paying tax so you will be getting a zero percent ITIS rate.**

**But it is really important that you still give it to your Employer because if they don't have it they will deduct 22% from your salary, which I'm sure you don't want happening!**

**I will have this printed off and in the post to you tomorrow, so it should be with you in about 4 working days, is that ok or do you need it sooner than that?**

(caller will give information)

**(IF THEY ASK FOR IT SOONER) That's ok, I can email a copy to you today, if you can give me your email address please?**

(caller will give information)

**Ok, well that's all done for you, Is there anything else I can do for you today?**

(caller will give information)

**Great, well best of luck with your job, and have a good day.**

(caller will respond)

**END CALL**

## B

### Scenario B - Customer

It's 27<sup>th</sup> August. You've been working at Golilly, a local supermarket full time for the summer. They have offered you a permanent contract for 15 hours a week whilst you do your A levels. There are some night shifts, you want to take a couple of those a month. And you can take extra shifts during holidays, you think you'll work 8 weeks a year full time (37.5 hrs), the rest 15 hrs a week. You're not sure if you may earn enough that you need to pay tax, and want to see if your ITIS rate will need updating:

"We pleased to offer you a permanent contract working with us.

Your rate of pay from 1<sup>st</sup> September 2026 will be £13.06 per hour, £848 per month.

Twilight shifts are paid at time and a half: £19.59 per hour, £49 extra per shift.

You are contracted to work 15 hours per week, basic salary £10,186 pa, varying hours depending on the shifts you are given. You are not required to work daytime weekday shifts during term time. You may be asked to work additional shifts during school holidays."

#### CALL PREP NOTES

|                                       |  |
|---------------------------------------|--|
| Telephone number                      |  |
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| My name                               |  |
| Reason for call                       |  |
| Date of birth                         |  |
| Address / postcode                    |  |
| JY / TIN number                       |  |
| Information I need to have ready      |  |
| Any questions I have                  |  |

**A****Scenario B - Advisor**

You'll start the conversation for your roleplay:

**Your script:**

**Good morning Revenue Jersey personal tax team, how may I help you?**

(caller will explain what they want)

**Ok, I am sure we can help you with that.**

**May I have your full name please?**

(caller will give their name)

**I just need to ask you some security questions to verify your identity before we go further.**

**Can you confirm your JY number, or TIN number please?**

(caller will give information)

**Can you give me your date of birth please**

(caller will give information)

**And the first line of your address and postcode please?**

(caller will give information)

**Ok, so tell me about how your work contract has changed**

(caller will give information)

**That's great, So you'll still be at school but fitting this around your studies**

(caller will give information)

**Right, so your employer is still Golilly?**

(caller will give information)

**And when does the new contract start**

(caller will give information)

**And the gross salary amount please, either weekly or monthly.**

(caller will give response)

**Do you know are you likely to be working overtime, or night shifts regularly?**

(caller will give information)

**How much extra do you think you'll earn for that?**

(caller will give information)

(if they are not sure and falter)

**\*\*Ok, another 17 hours extra per week at £13,06 per hour for the hols, and you say a couple of shifts a month might be twilight, 24 x £49 that's another £1,176**

**That would total about £3,000,\*\***

**Are those likely earnings details correct and your best estimate?**

(caller will give confirm)

**That's still well within the personal allowance, so your zero rate will still be correct.**

**That's all updated on the system for you. Do you have them noted down too so you can check if things change from that?**

(caller will confirm or say no)

(if no repeat the details starred above.)

**You will get a new IT IS rate for 2027 posted to you in November which I just wanted to mention – they expire at the end of each year so you must give that one with next year's date to your employer when you get it, Just make a note of that.**

**Is there anything else I can do for you today?**

(caller will give information)

**Great, well best of luck with your job and studies, and have a good day.**

(caller will respond)

**END CALL**