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| Listening  Speaking  Reading  Grammar  Writing |
| **Topic: Workplace Telephone Communication** |

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| Instructor:  Hailey Yeon | Level:  intermediate | Students:  5 | Length:  40 minutes |

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| Materials:   * White board * Board markers * Picture for Eliciting * Worksheet : Fill in the blanks (5 copies) * Dialogue (5 copies) * Role Play card |

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| Aims:   * Learn about business telephone conversation * Be able to answer a telephone call in a formal way * Be able to schedule a meeting and suggest other available time * Be able to take note for the person on the call to deliver it to someone |

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| Language Skills:   * Reading: reading telephone conversation dialogue * Writing: worksheet * Listening: listening to other ss sharing ideas, roleplay * Speaking: Role play, sharing answers and ideas |

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| Language Systems:   * Lexis: idioms used in formal business conversation * Function: formal way of having business conversation * Discourse: learn how to have a telephone conversation in given situation |

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| Assumptions:   * Ss have experience (past, present, future) in working in an office and are willing to learn telephoning skills for workplace communication * Ss understand business communication * Ss have intermediate level of English listening/speaking skills * Ss have general understanding of business context - delivery |

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| Anticipated Errors and Solutions:   * SS might not be able to read to the details * Do chunk reading together if they don’t * SS might not be clear on the dialogue * Provide guiding questions * SS may need more time to think about ideas,role play * Help them to develop the story * SS may have difficulties answering comprehension questions * Instead of doing it individually, work in pairs * SS finish their activity (worksheet/role play) earlier than others * Let them write their answer on the board |

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| References:  <https://www.thoughtco.com/telephone-conversations-1210222>  Times Tesol Binder |

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| **Lead-In** | | | |
| Materials:   * Picture – office woman calling | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 3min | Whole class | Listen and answer questions | *“Good morning everyone, I hope you all had wonderful weekends”*  Eliciting*.*  *“I’d like to start today’s class by asking you a question. What can’t you live without? – is there something, an object that if you don’t have it you’ll get so frustrated and feel so insecure?”*  SS answers other things including ‘cell phone’  *“Yes, I agree, I really can’t live without my cell phone. Other than your cell phone, where can you find telephone in your daily life?”*  Ss answers – house, office, academy etc  When ss answers ‘office’, show them the picture.  *“If you answer a call in the office, would you somehow speak differently?”*  Ss answers Yes/No  *“This is what we’re going to read today- a business telephone conversation“* |

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| **Pre-Activity** | | | |
| Materials:   * Dialogue * White board * Board marker | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 3min  7min | Whole class  Individually | Answer questions  Read the dialogue quickly  Recall main story line | *“Can you tell me what these words or phrases would mean?*  Write out on the board Key vocabularies and phrases before reading.  Let the students guess the meanings  **Instruction**  *“Now I will give you a dialogue, which you will do skimming for 2 mins. After 2 mins, we’re going to recall the dialogue briefly.”*  *“Let’s begin, you have 2 mins.”*  CCQ  *“How much time do you have?”*  *“What we’re doing to do next?”*  *“Now that we have done skimming,*  *Can you tell me the 3 names? Who are they?*  *Who can tell me what was done at first?”*  *“and then?”*  SS answers and teacher write down on the white board the general sequence of the dialogue. |

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| **Main Activity** | | | |
| Materials:   * Worksheet | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 7min  10min | Individually  Group | Read the dialogue thoroughly  Share answers  Brainstorm questions (literal, interpretive, applied)  Students ask the other group using their brainstormed questions | **Instruction**  *“We’re going to read the dialogue more thoroughly this time for 5 mins and after you’re done reading, please work on your worksheet individually, which is fill in the blanks exercise. I will give you total of about 7 mins”*  *CCQ*  *“What’s the difference from what we did earlier?”*  While ss are reading, hand out the worksheet.  *“Let’s share our answers. Who can tell me the answer for the first blank?”*  **Instruction**  *“Now we are going to work in groups, and brainstorm one question each for Literal, Interpretive, and Applied question types.*  *After you’re done, one group will ask their questions to the other group, and the other group will answer.”*  *“You have 5 mins to come up with one questions for each question types.”*  CCQ  *“What are the three types of questions?”*  *“Now you’re going to ask the other group questions, and the other group will answer. Which group wants to go first?”*  *“Great! Let’s start!”*    Students ask questions each other. |

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| **Post Activity** | | | |
| Materials:   * Role Play cards | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 3min  6min  3min  1min | Group  Group  Whole class  Whole class | Read the Role Play cards and discuss with adding details  Each group will present role play to the other classmates  Recall other group’s role play  Wrap up | **Instruction**  *“Now that we have thoroughly read the dialogue, we’re going to be playing our own.”*  *Hand out the role play cards.*  *“I’ll give you 3 mins to discuss and write down details you can add, you should work in a group. After you’re done discussing, you will do the role play to the rest of the class. The Role Play should last for only 3 mins”*  CCQ  *“How long should the Role Play be?”*  *“Let’s do our Role Play, who wants to go first?”*  *“While first group do their Role Play, the other group should listen and be able to tell me what the main story is briefly, so listen carefully!”*  *“Each group will have 3 mins to do the role play.”*  *“Please come out and stand in front of the class.”*  *Ss do the role play*  *“Can you tell me what was the 1st group’s role play about? Who were on the phone? Why did he/she call?”*  *“Did you have fun today?*  *I hope you will be more confident when answering a phone call in the office now.*  *There’s no homework for today,*  *Class dismissed!”* |

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| **SOS Activity** | | | |
| Materials: nothing | | | |
| Time | Set Up | Student Activity | Teacher Talk |
| 5min | Whole Class | Share their own experience | *“Do you have any experience where you were struggling with someone on the phone when someone called you in the office? Can you please share?”* |



Ms Anderson (sales representative Jewels and Things): ring ring ... ring ring ... ring ring ...  
Secretary (Mr. Smith): Hello, Diamonds Galore, this is Peter speaking. How may I be of help to you today?

Ms Anderson: Yes, this is Ms Janice Anderson calling. May I speak to Mr. Franks, please?  
Mr. Smith: I'm afraid Mr. Franks is out of the office at the moment. Would you like me to take a message?

Ms Anderson: Uhm... actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Franks mentioned. Did he leave any information with you?  
Mr. Smith: As a matter of fact, he did.

He said that a representative from your company might be calling. He also asked me to ask you a few questions..

Ms Anderson: Great, I'd love to see this problem resolved as quickly as possible.  
Mr. Smith: Well, we still haven't received the shipment of earrings that was supposed to arrive last Tuesday.

Ms Anderson: Yes, I'm terribly sorry about that. In the meantime, I've spoken with our delivery department and they assured me that the earrings will be delivered by tomorrow morning.  
Mr. Smith: Excellent, I'm sure Mr. Franks will be pleased to hear that.

Ms Anderson: Yes, the shipment was delayed from France. We weren't able to send along your shipment until this morning.  
Mr. Smith: I see. Mr. Franks also wanted to schedule a meeting with you later this week.

Ms Anderson: Certainly, what is he doing on Thursday afternoon?  
Mr. Smith: I'm afraid he's meeting with some clients out of town. How about Thursday morning?

Ms Anderson: Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?  
Mr. Smith: No, it looks like he's free then.

Ms Anderson: Great, should I come by at 9?  
Mr. Smith: Well, he usually holds a staff meeting at nine. It only lasts a half an hour or so.   
How about 10?

Ms Anderson: Yes, 10 would be great.  
Mr. Smith: OK, I'll schedule that. Ms Anderson at 10, Friday Morning... Is there anything else I can help you with?

Ms Anderson: No, I think that's everything. Thank you for your help... Goodbye.  
Mr. Smith: Goodbye.

**Worksheet**

***Fill in the blanks***

Ms Anderson telephones Diamonds Galore to \_\_\_\_\_\_\_\_ with Mr. Franks. Mr. Franks is not in the office, but Henry Smith, the secretary, speaks to Ms Anderson about a \_\_\_\_\_\_\_\_\_\_ problem with some earrings. The earrings have not yet \_\_\_\_\_\_\_\_\_\_ at Diamonds Galore. Ms Anderson tells Peter that there was a problem with the shipment from \_\_\_\_\_\_\_\_\_\_, but that the earrings should arrive \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_.

Next, they \_\_\_\_\_\_\_\_\_\_ a meeting between Ms Anderson and Mr. Franks. Mr. Franks is not able to \_\_\_\_\_\_\_\_\_\_\_ with Ms Anderson on Thursday because he is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. They finally decide on Friday morning at 10 o'clock after a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that Mr Franks usually holds on Friday at 9am for \_\_\_\_\_\_\_\_\_\_\_.

**Role Play**

Role play card 1

John

You'd like to speak to Kevin at FunStuff Brothers, a toy making company. You're returning Kevin’s sales call because you’re interested in the company’s products.

Kate

You’re the receptionist at FunStuff Brothers, try to transfer the call to Kevin, but take a message when you find out Kevin can’t take the call.

**Role Play**

Role play card 2

John

You’d like to speak to Kevin at FunStuff Brothers, a toy making company. You’re returning Kevin’s sales call because you’re interested in the company’s products.

Kate

You’re the receptionist at FunStuff Brothers, try to transfer the call to Kevin, but first ask what’s John’s intention and need for the call before transferring.

*Kevin*

You’re the sales person at FunStuff Brothers who recently called John to sell your products. Receives a call from John and hears that he is interested.

**Key vocabulary**

Out of the office - not in the office  
shipment - delivery, the bringing of goods to a client  
assured - certainty that something is true or will happen  
staff meeting - a meeting of employees

How about - phrase for making suggestions

How may I be of help - This is a formal phrase used to show politeness. It means 'Can I help you?'

**General Idea about a business telephone call – when someone is not available**

* Someone answers the phone and asks if he / she can help.
* The caller makes a request - either to be connected to someone or for information.
* The caller is connected, given information or told that he /she is not in the office at the moment.
* If the person who is requested is not in the office, the caller is asked to leave a message
* The caller leaves a message or asks other questions.
* The phone call finishes.

**Answers to worksheet 1**

Speak,

delivery / shipment,

arrived,

France

Tomorrow morning

schedule,

meet,

busy/out of town

staff meeting

half an hour

**Possible Questions**

Interpretive

Was Mr Franks angry?

Who is Mr Fanks? (a CEO?)

Applied

What possibly would Mr Franks and Ms Anderson discuss on Friday?