

LESSON PLAN
Telephoning

High School	Colegiul Tehnic 'Aurel Vijoli', FAGARAS, jud. Brasov
Level	Pre-intermediate
Area	Telephoning
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Time	50 minutes

I. Work in groups

Look at the photos and discuss these questions:

- What's happening in each picture?
- Do you like making phone calls?
- Why do people in the pictures need to make a phone call?
- Is it difficult to speak on the phone in a foreign language?

II. Work as a class

A. Read the phone conversation below and choose the correct answer for each question.

Mrs. Johnson: Hello, this is Mrs. Johnson. I'd like to speak to Mr. Brown.
Secretary: I'm afraid he is not available just now. Is there anything I could do for you?
Mrs. Johnson: I'm calling because I want a copy of the report of the project we've been working for a year and a half.
Secretary: What project are you talking about? Our company is involved in many projects.
Mrs. Johnson: It's the project *ENGLISH FOR THE WORLD OF WORK*.
Secretary: Could you give me some more details?
Mrs. Johnson: It's a project which came into being at the British Council initiative. 19 schools have been involved in this project.
Secretary: Oh, I know a lot of things about it. A lot of employees in our company are involved in this project. But I'm afraid that only Mr. Brown can help you in this respect.
Mrs. Johnson: Could you ask him to call me back, please? My number is: 0044 0268 214590.
Secretary: I'll ask him to call you back as soon as he's free.
Mrs. Johnson: Thank you very much for your help.
Secretary: No problem. Goodbye

A.1. What is the name of the project which is mentioned in the phone conversation?

- a. "Free fighters"
- b. "British Council"
- c. "English for the World of Work"

2. How long have Mrs. Johnson and Mr. Brown been working together on this project?

- a. 10 years
- b. a month
- c. a year and a half

3. Where is Mrs. Johnson?

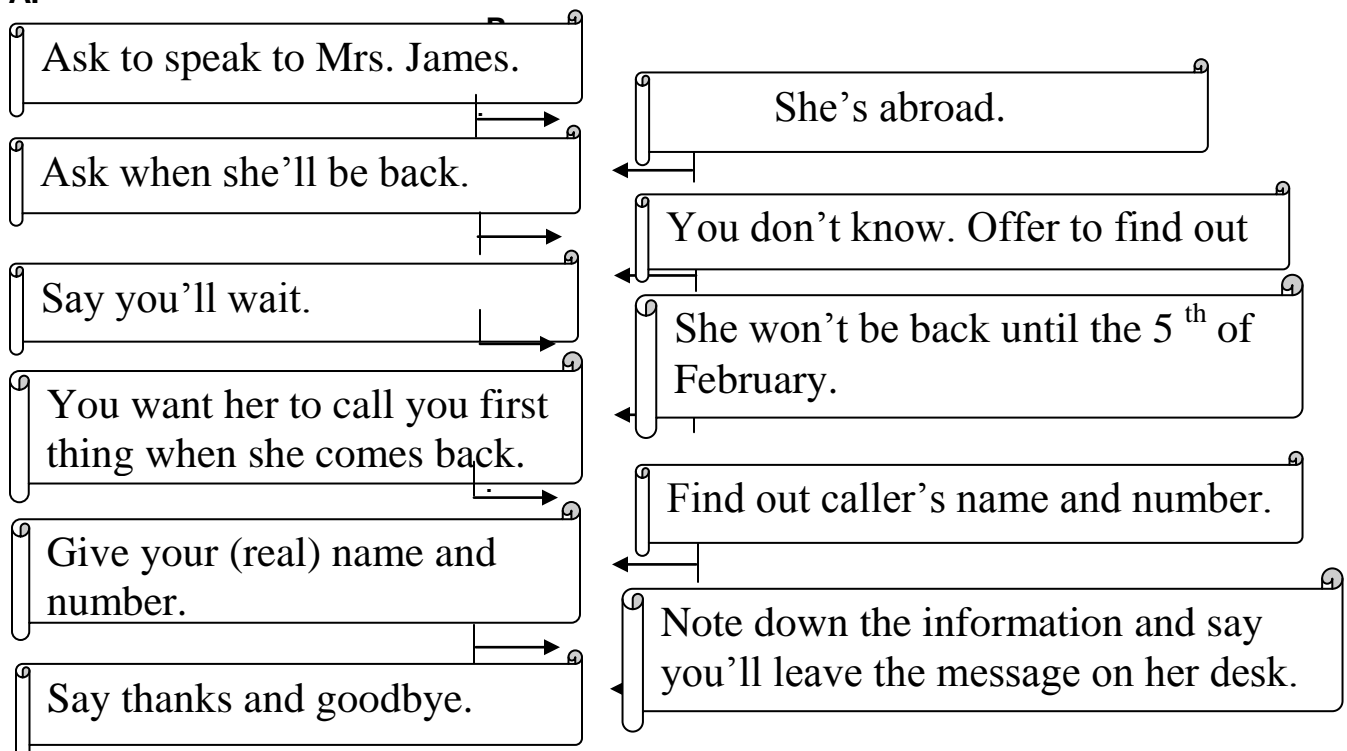
- a. we do not know because it is not mentioned in the dialogue
- b. in her office
- c. in the street

B. Decide whether the following sentences are true (T) or false (F).

- a. The company Mr. Brown works for is involved only in the project “*English for the World of Work*”.
- b. None of the employees have been involved in the project “*English for the World of Work*”.
- c. Mrs. Johnson wants a report of the project “*English for the World of Work*” from Mr. Brown.

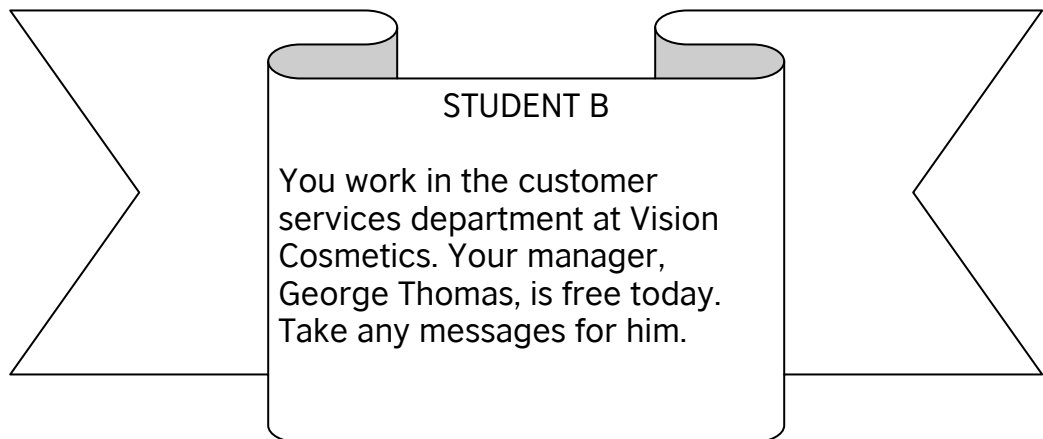
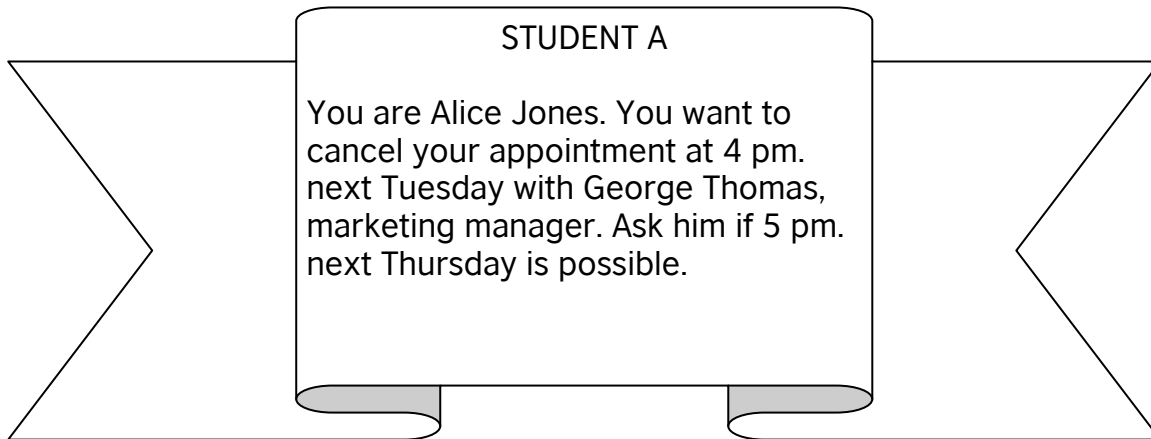
III. Work in pairs Follow this flowchart to practice making a phone call. To simulate the situation of a telephone conversation, you and your partner must sit back-to-back like this:

A.

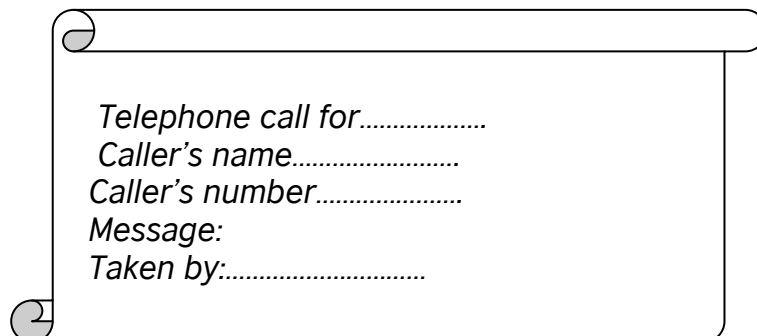


IV. Taking messages

Pair work:

*Student A prepares to make a call.**Student B receives the call.*

Student B has to write down the message.



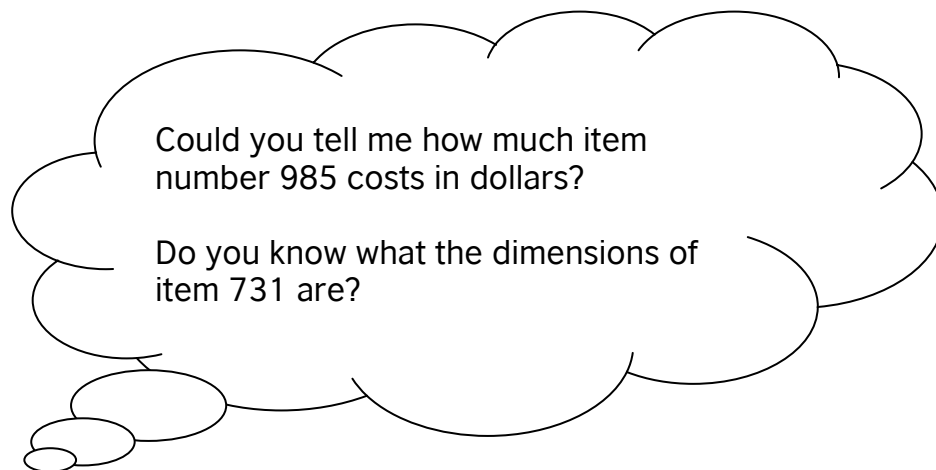
Telephone call for.....
Caller's name.....
Caller's number.....
Message:
Taken by:.....

	Code no.	Description	Prices in:		Delivery
			€	\$	
V. A.	529	blue 32x68 cm leather	18.90	23.81	1 week
	731	white 27x31 cm cotton	22.50	28.35	10 days
	985	black 60x120 cm cloth	10.75	13.54	3 months
	982	brown 55x75 cm denim	13.65	17.19	3 weeks
	758	green 10x25 cm paper	20.15	25.38	4 days
	673	pink 25x50 cm nylon	15.20	19.15	5 months

Work in pairs

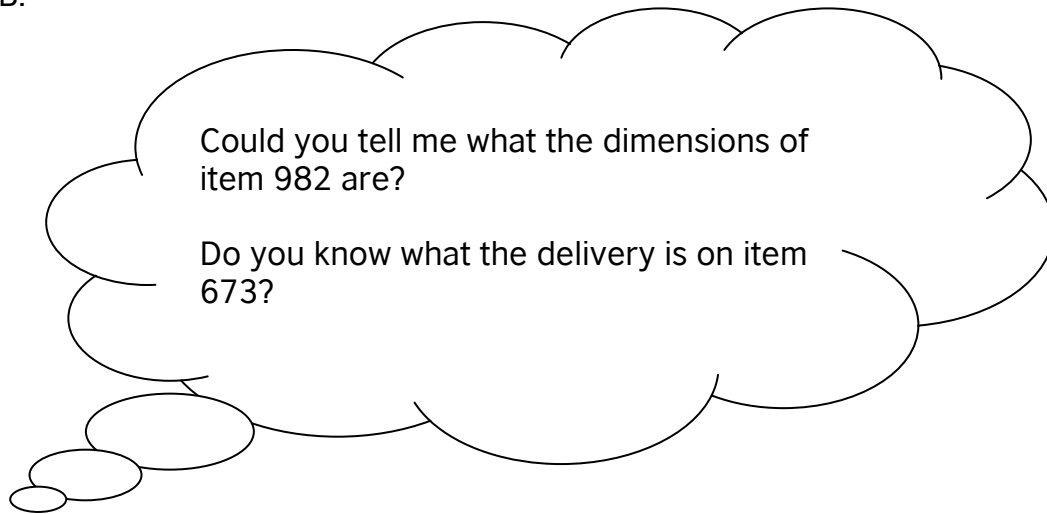
The person you are talking to on the phone has another copy of this price list. Both of you have been inattentive and spilt some coffee on the price lists. You have to write them again because you have to hand them in to your boss. Get the missing information by asking questions like these:

STUDENT A:



V. B. Work in pairs The person you are talking to on the phone has another copy of this price list. Both of you have been inattentive and split some coffee on the price lists. You have to write them again because you have to hand them in to your boss. Get the missing information by asking questions like these.

STUDENT B:



Code no.	Description	Prices in:		Delivery
		€	\$	
529	blue 32x68 cm leather	18.90	23.81	1 week
731	white 27x31 cm cotton	22.50	28.35	10 days
985	black 60x120 cm cloth	10.75	13.54	3 months
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758	green 10x25 cm paper	20.15	25.38	4 days
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VI. Telephone tips

It is not always easy to understand people over the phone. Here are some tips to help you when making phone call in English.

Read these sentences and then answer the questions:

1. The other person can't see what a nice person you are, so make sure you sound POLITE and AGREEABLE.
2. Don't rely on your memory: make notes during a call and rewrite these notes immediately afterwards as a record of the call.
3. Don't try to be funny- you may be misunderstood.
4. Don't interrupt the other person: let them finish what they want to say.
5. The other person hasn't got all day, so make sure your call is BRIEF.
6. The other person may not understand you easily, so try to speak slowly and CLEARLY.

- Which do you think are the three most important tips? List them in the order of importance (1- the most important, 2- important, 3- not so important)
- Which of the tips do you agree with? Why?
- Which of the pieces of advice do you follow when making or receiving a phone call in English?