

9C Teacher's notes On the phone

Activity: Pairwork; role play

Language point: Talking on the phone; answering the phone (Unit 9, Section D)

Time: 25 minutes

Materials: One handout for each pair of students, cut into two role sheets.

Procedure:

- Write *On the phone at work* on the board.
- Elicit or present ways of answering the phone at work, answering the phone at home, asking for someone's name, giving your name, asking to speak to someone, apologizing, and offering to take a message. For example:
Good morning / afternoon / evening. (company name), how can I help you?
Hi, Luke. How are you? / Hello?
Who's calling, please?
This is Bella, Bella Smith.
Can I speak to Miss Brown, please?
I'm afraid she isn't here at the moment.
Do you want to leave a message? I'll tell her you called.
- Write *On the phone at home* on the board. Remind students to say *Hi, (name)! How are you?* if they know who's calling, and just *Hello?* if they don't know who's calling.

- Tell the class they are going to do four telephone role plays with a partner.
- Divide the class into pairs, A and B. Give the students in each pair the appropriate role sheet, and give them time to read through the information on it and think about what kind of phone language they will need for each phone call.
- If classroom space allows, organize the students so that they are in two lines facing each other, Student As on one side and Student Bs on the other. (They can all be standing or all be sitting.)
- Students do Phone call 1 with the partner opposite them. When all the pairs have finished, all the Student As move up one place and have Phone call 2 with their new partner, and so on until they've done all four phone calls.
- Option: The pairs stay in their seats and do all four phone calls with each other.
- While the students are doing the activity, walk around and listen for any problems with grammar, vocabulary or pronunciation. Make a note of these and give feedback to the class after they have finished the activity.