

5.1 Cell phone helpline

Aim: Practice using reporting verbs

Preparation: Make one copy of Worksheet 5.1 for every two Ss. Cut as indicated.

Comment: Use after the vocabulary and speaking on page 42.

- Explain the task: Ss work in pairs to report a conversation in which someone calls a helpline about a problem with his cell phone. Tell Ss there are six parts to the conversation and that you will give each one of them three different parts of the conversation. They will need to figure out which part goes first, second, third, etc. Before starting, brainstorm reporting verbs with the class (e.g., *said*, *told*, *explained*, and *warned*).
- Divide the six conversation parts equally between each S. Tell Ss not to show the strips to their partners. Ss then reconstruct the conversation by reporting what was said in the correct order. Encourage Ss to use as many different reporting verbs as possible.
- Go around the class and give help as needed, noting any common errors but not correcting Ss at this stage. Allow enough time for most Ss to complete the task.
- When Ss have finished, ask pairs to report their versions of the telephone conversation to the class.
- Have an error correction session. Write common errors on the board and have Ss correct them.

Customer service: Ace Phone helpline. What seems to be the problem?

Caller: My cell phone won't turn on.

Customer service: OK. What model phone is it?

Caller: It's a DVM Silver. No matter what I do, it won't start.

Customer service: Did you hold down the power button for three seconds?

Caller: Yes, that's the first thing I tried.

Customer service: I think I know what the problem is. We'll get your phone started in no time.

Caller: Oh, that's great news! Thanks.

Customer service: Could you pop out the battery?

Caller: OK, I'm taking it out now.

Customer service: Excellent. After you take it out, I need you to . . .

Caller: I'm afraid I can't get it out.

Customer service: Hmm. Try using a screwdriver.

Caller: OK. I got it out. Now what do I do?

Customer service: Please look for the metal receptors on the back of the battery.

Caller: I see them.

Customer service: Great. Now gently wipe them with a clean, dust-free cloth.

Caller: OK. Done.

Customer service: Now, put back the battery and try starting the phone again.

Caller: OK. One second. Hey, it's working! Thanks!

Customer service: Not a problem. Is there anything else I can help you with today?

Caller: No, that's it. Thanks for your help! Bye.