

3b Telephone trouble

Overview

Students prioritise eight phone messages and then roleplay returning the most important messages. The language of telephoning is practised.

Preparation

One copy of the worksheet for each student.

Procedure

- 1 Divide the class into pairs and give each student a copy of the worksheet. Read the eight phone messages with the class and explain any unfamiliar vocabulary.
- 2 In pairs, students discuss the messages and prioritise them according to the order in which they would return them. Monitor the activity, helping with vocabulary as necessary. Encourage students to explain their reasons.
- 3 Have a class feedback session. Ask *Which calls represent business opportunities? Which calls would you ask someone else to do for you?*
- 4 Students, in their pairs, prepare and then act out the three telephone calls they decided were the most important to return. Monitor, helping with vocabulary as necessary.