

Resources for Higher Levels (CLB 5-8): Telephone Skills



Here are few ideas on how to approach teaching telephone skills.

- ✓ **Role Play** - Have students sit back-to-back and role play a telephone scenario. For role play ideas, see:
 - <http://www.englishcurrent.com/warm-ups/roleplay-cards2-telephone/> or
 - <http://www.eslpartyland.com/teachers/listening/roletelephone.htm>

- ✓ **Make Real Phone Calls** - Have students make real inquiries to local businesses / organizations. Divide them into pairs so that they can listen to each other and give feedback. Ask them to share back their experience to the group. Possible topics might include:
 - Call a cell phone company to inquire about their rates, different plan options
 - Call a bank to ask about their account options (monthly fees, registration)
 - Call a university/college to ask about a program of interest
 - Call a community centre to ask about classes offered
 - Call ICBC to ask about the process to apply for a driver's license

- ✓ **Review Telephone Vocabulary** - Have students differentiate between formal and informal telephone vocabulary. For vocabulary lists, see the following resources:
 - <http://www.englishclub.com/speaking/telephone.htm>
 - <http://www.learn-english-today.com/business-english/telephone.html>

- ✓ **Listen to Authentic Telephone Conversations** - For example, China 232 ESL Podcast, which was created by two Canadian brothers living in Asia, has two casual telephone conversations using authentic language:
 - <http://engdom.com/china232-esl-podcast/>

- ✓ **Have your Students take the Telephone Challenge:** An interactive “choose your own adventure” style quiz created by BBC Learning English that walks students through a formal telephone conversation.
<http://www.bbc.co.uk/worldservice/learningenglish/business/talkingbusiness/unit1telephone/challenge.shtml>

Try our interactive quiz

You are Marie and you work in the finance department for a major corporation. The telephone rings ...

Q: How would you answer the phone?

1. Hello?
2. Hello, can I help you?
3. Hello, Finance Department, Marie speaking.

- ✓ For other great telephone activities, see the Telephone Skills Resource Kit at Literacynet.org: <http://literacynet.org/esl/minigrants/telephoneskills/lessonplans.pdf>