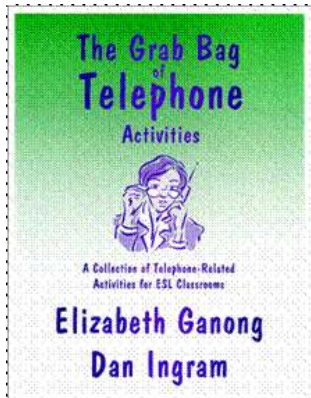


## Resources for Higher Levels (CLB 5-8): Telephone Skills

### FOR YOUR RESOURCE ROOM



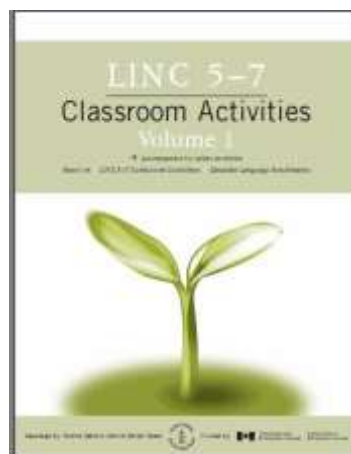
The **Grab Bag of Telephone Activities** is a worthwhile investment (\$60). It has tons of photocopiable, communicative activities. Order it from [http://www.eslresources.com/cart.php?target=product&product\\_id=16173](http://www.eslresources.com/cart.php?target=product&product_id=16173)

**Note:** There are other great resources in the “Grab Bag” series.

### LINC 5-7 Classroom Activities, Volume 2, Chapter 7, Telephone Calls

If your school doesn't have these books, they are also a good investment, or you can download PDFs and audio files at [http://wiki.secteurtablissement.org/wiki/LINC\\_5-7\\_Classroom\\_Activities:\\_Volumes\\_1\\_%26\\_2](http://wiki.secteurtablissement.org/wiki/LINC_5-7_Classroom_Activities:_Volumes_1_%26_2)

**Note:** On the same webpage, look for the **E-Resources**, which are supplemental to the main volumes. Information on ordering the hard copies is on this webpage, too.



Although **LINC 4 Classroom Activities** is actually for Stage I or lower levels, the chapter on *Banking, Customer Service & Telephone*, would be appropriate for CLB 4/5. It is available for download, or order at [http://wiki.settlementatwork.org/wiki/LINC\\_1-4\\_Classroom\\_Activities](http://wiki.settlementatwork.org/wiki/LINC_1-4_Classroom_Activities).

**Note:** On the same webpage, look for the **E-Resources**, which are supplemental to the main volumes.

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

### WEB-BASED RESOURCES

#### General Telephone Skills

- Telephone Skills Resource Kit, Valerie Glass, (2003 )  
<http://literacynet.org/esl/minigrants/telephoneskills/lessonplans.pdf>
- Teaching Tips  
[http://esl.about.com/od/businessenglishlessons/a/teaching\\_telephone\\_english.htm](http://esl.about.com/od/businessenglishlessons/a/teaching_telephone_english.htm)
- Lots of PDF downloads <http://www.eslflow.com/Telephoningandrequests.html>
- Telephoning Professionally <http://www.myenglishonline.ca/for-learners/english-exercises/intermediate-exercises/>

#### Gambits and Role Plays

- <http://www.englishcurrent.com/roleplays/roleplay-cards2-telephone/>
- <http://www.eslpartyland.com/teachers/listening/roletelephone.htm#sthash.5vKZ7lrL.dpbs>
- [http://bogglesworldesl.com/telephone\\_roleplay.htm](http://bogglesworldesl.com/telephone_roleplay.htm)
- <http://www.eslpartyland.com/teachers/listening/telephone3.htm#sthash.13MUaC5q.dpbs>

#### Listening

- <http://www.esl-lab.com/market/marketrd1.htm>
- <http://www.esl-lab.com/meet/meetrd1.htm>
- <http://www.esl-lab.com/call/911rd1.htm>
- <http://www.esl-lab.com/eslbasic/telephone-cellphone-1.htm>
- LINC Canada Blogspot <http://linc-canada.blogspot.ca/search/label/Telephone>
- Compare formal and informal language with these back to back phone calls  
[http://www.youtube.com/watch?v=g3ir7\\_Olxll](http://www.youtube.com/watch?v=g3ir7_Olxll)

