

## I. Interacting with Others

- Understand common social exchange (such as openings and closings, making and cancelling of appointments, apologies, regrets, excuses, and problems in reception and communication).

**Task** Identify details in a conversation about cancelling an appointment.

**Tool** Survey

This example takes Employment as its theme and the topic of making and cancelling appointments with co-workers and clients. The task could be adapted for other themes (e.g., cancelling a doctor’s appointment or a meeting with a friend). The tool is adaptable to any theme and task in which whole-class surveys are relevant.

1. Divide the class into pairs.
2. Give each pair a card with the details of the appointment and the reason for cancelling the appointment.
3. Have the pair perform a role play as if they are on the phone.
4. Give the rest of the class 2 coloured cards – one for “True” and one for “False”.
5. Ask the class questions about the conversation. They need to hold up a card for true or the other for false. Make notes of which questions the majority of the class answered incorrectly.
6. Repeat for each role-play performance:
  - a. Is there a particular aspect that Ss consistently get wrong?
  - b. What needs to be covered in future lessons?
7. Observe Ss’ use of target language for cancelling appointments – being polite and apologetic as well as offering to reschedule. Assess the Ss’ ability to correctly identify what is being said.

