

Theme: Hello!

Focus:	Grammar	Vocabulary	Comprehension	Writing
	Making suggestions	Polite language used in telephone conversations	Answering questions based on a passage	Writing a story based on pictures using helping words

Lesson Objectives

Students are able to

1. use polite language when talking on the telephone,
2. write a story based on pictures using helping words.

Resources

(Preparation to be done before the lesson)

1. Learning English Workbook 3
2. A video to show a telephone conversation between two people
3. An audio for the students to listen to a different telephone conversation between two people
4. A script on two people having a telephone conversation
5. Visualiser projector
6. A short quiz of 6 – 8 questions on telephone etiquette and phrases commonly used when making queries

Introduction / Warm-up Activity (10 min)

1. Show the video to the students on how a person makes a call to a company and wants to speak to someone who works there. At the end of the video, discuss with the students how the people spoke to each other on the telephone, e.g. their manner, tone, choice of words, etc.
2. Get the students to recall some of the phrases that were used in the conversation by both parties. Write them down on the whiteboard.

Example:

- How can I help ...?
- May I take down a message?
- Please hold.

Lesson (20 min)

1. Let the students listen to another telephone conversation. Get the students to identify if any of the phrases that have been discussed earlier on the whiteboard are used in this telephone conversation. Encourage the students to list any new phrases that were used in the audio telephone conversation that are useful. Write the students' responses on the whiteboard.
2. Divide the class into two groups, A and B. Show them a script of a telephone conversation between two people on the visualiser projector. Tell each group to only read their parts in the script. Get the students to look through the script again. Get them to tell you the common

phrases used in the telephone conversation which have been reinforced earlier. Underline or highlight the phrases with a marker or a highlighter.

Additional Activities / Closure (15 min)

1. Give each of the students a short quiz on the etiquette and phrases used in a telephone conversation. After they have done it, get them to exchange their papers with the classmate sitting next to them. Go through the answers with the students.
2. Tell the students to turn to **page 54 of Learning English Workbook 3**. Go through the phrases in the box shown on **page 54**. You may want to divide the class into two groups to read the conversation as shown without giving the answers. Get the students to complete their work and hand it in to you. You may want to walk around the class to do a random check on the students' work.

Homework

1. Ask the students to complete **page 57** as homework. Read the instructions and go through the helping words. Explain words the students are unfamiliar with. You might want to start the first paragraph and have the students continue the story on their own.
2. Students should either write their homework details in their student handbooks or fold the pages of their workbooks.

Optional Activity

1. Put the students in groups and get them to write a short telephone conversation between a boy/girl and his/her friend's mother. Give a context to the students that the caller is looking for his/her friend to ask about something. You may want the students to act out the telephone conversation in front of the class. Then, discuss with the class what common phrases have been used and how some requests or sentences used in the conversation done by the students can be improved.