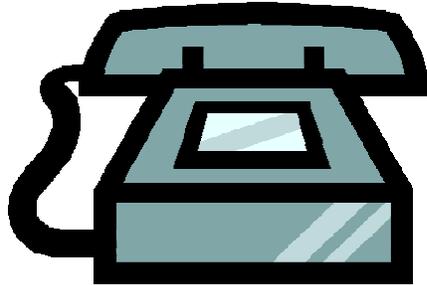


TALKING ON THE PHONE



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HIGH BEGINNING THEMATIC UNIT
LEARNERS LIVES AS CURRICULUM©

Bela

Larysa



Larysa (right) is a student at the Employment Skills Center in Carlisle Pennsylvania. She has been studying English for one year. Larysa is from the Ukraine.

Bela (left) is also a student at the Employment Skills Center. Bela recently had a baby boy named George. She named him after her home country, The Independent Republic of Georgia.

- Do you have problems talking on the phone?
- Write about a specific time you had problems talking on the phone.

LARYSA'S STORY

I have a problem with telephone conversation. People speak fast and I understand only some words, but I don't understand what people talk to me about. I am nervous when I have a telephone conversation, and forget words. Telephone conversations are difficult for me.

Playing with Language:

Listen to the story again and fill in the blanks.

I _____ a problem with telephone conversation. People _____
fast and I _____ only some words, but I _____ understand
what people _____ to me about. I _____ nervous when I
_____ a telephone conversation and _____ words. Telephone
conversations _____ difficult for me.

<u>Present</u>	<u>Past</u>
have	had
speak	spoke
understand	understood
talk	talked
forget	forgot
am	was
don't	didn't
are	were
add your own _____	_____

**Listen and repeat the verb pairs.
Practice the verb pairs with a
partner.**

With your partner, change the story to the past tense.

I _____ a problem with telephone conversation. People _____
fast and I _____ only some words, but I _____
understand what people _____ to me about. I _____
nervous when I _____ a telephone conversation and _____
words. Telephone conversations _____ difficult for me.

Write five new sentences changing the verbs listed to past tense. Read your sentences to the class.

1. forget _____

2. have _____

3. talk _____

4. understand _____

5. speak _____

Write your own sentence in past tense, if you wish _____

Doing it in English: Using the Phone

Read the story. Answer the questions with a partner. Share your answers with the class.

I have a problem with telephone conversation. People speak fast and I understand only some words, but I don't understand what people talk to me about. I am nervous when I have a telephone conversation, and forget words. Telephone conversations are difficult for me.

Who wrote this story? _____

How does she feel? _____

What was Larysa's problem? _____

What happened when she got nervous? _____

Picture Dictionary



Calling Friends



Ambulance



Doctor



Dentist



Fire Department



Hospital



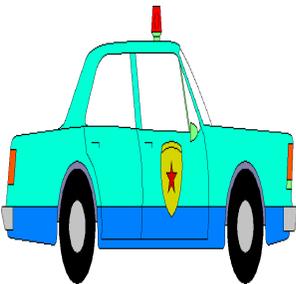
Hotel Reservations



Paying Bills



Ordering Pizza



Police Department



Restaurant



School

the things that you use the phone for. Use the picture dictionary to help you.

- _____ Calling friends _____ Calling for pizza _____ Calling the doctor
_____ Calling the school _____ Hotel reservations _____ Restaurant reservations
_____ Calling the fire dept. _____ Calling an ambulance _____ Calling the dentist
_____ Calling the police _____ Paying bills _____ Calling the hospital

Other things you use the phone for _____

the things you have problems with. Ask your partner what they have problems with.

	<u>Me</u>	<u>My partner</u>
I can't hear very well	<input type="checkbox"/>	<input type="checkbox"/>
I'm nervous using English	<input type="checkbox"/>	<input type="checkbox"/>
People talk too fast	<input type="checkbox"/>	<input type="checkbox"/>
I only understand some words	<input type="checkbox"/>	<input type="checkbox"/>
I don't know what to say	<input type="checkbox"/>	<input type="checkbox"/>
I forget what I want to say	<input type="checkbox"/>	<input type="checkbox"/>
I don't know what they want	<input type="checkbox"/>	<input type="checkbox"/>
I don't know enough English words	<input type="checkbox"/>	<input type="checkbox"/>

Other things you have problems with on the phone _____

Learning about each other: Find someone who....

Name: _____ uses the phone to make an appointment.

Name: _____ has an answering machine.

Name: _____ gets nervous if they can't understand on the phone.

Name: _____ thinks people talk too fast on the phone.

Name: _____ uses the phone to order food.

Name: _____ uses the phone to make a reservation.

Name: _____ uses the phone to ask about a job.

Name: _____ uses the phone to call their friends.

Name: _____ never uses the phone.

Name: _____ does not have a phone in their house.

Name: _____ uses a cell phone.

Write something else you learned about a classmate _____

BELA'S STORY

I have problems talking on the telephone because some people talk very fast. But if I say "Please speak slowly", I'm able to understand some words which help me, but I need practice.

I had one experience when my husband was in Hawaii. I received a letter from Carlisle Medical Center. They asked me to pay money for medical bills. I called trying to see what to do. It was difficult to understand when they explained what was needed. I could not explain in very good English why I was calling, so I hung up.

Match the problem with the solution.

Problem	Solution
a. I can't hear well	Please speak slower
b. People talk too fast	Please repeat that
c. I forget what to say	Please speak louder
d. I don't understand	Speak slower
e. I'm nervous using English	Use my notes

Idioms Calm down Slow down Sit down Speak up Call back	I'm sorry I don't understand I'm learning English I can't hear you He/She is not here,	would you please repeat that. speak slower. explain. speak up. call back later.
--	--	--

Fill in the blanks. Use "Would" for polite questions:

Problem	Solution
I don't understand you.	Would you please explain?
I can't hear you.	W_____ you please _____?
I can't understand you.	W_____ you please _____ that?
You are speaking too fast.	W_____ you please _____?

When I don't understand I say.....

your answers.

- Would you please repeat and speak slowly?
- My English is not very good. Would you please repeat again?
- I'm sorry, I'm not interested. I already have the service I need.
- I'm sorry, you've called the wrong number.
- I'm sorry, where are you calling from?
- I'm sorry, what is your name again?
- How may I help you?
- Please call again and leave a message on the machine.
- I'm sorry they're not available. May I take a message please?
- Would you please speak louder?

Other things you would say when you don't understand _____



Shinobu is a student at The Learning Center. She is from Japan and has been in the United States for many years. She is married and has one son.

SHINOBU'S STORY

Someone called from the telephone company to change my service. They talked too fast. They used words I didn't understand. Maybe because I get too nervous when I talk to strangers, I signed up for long distance I do not want. I already have a long distance company. Now I must cancel one.

Think about it – Talk about it with your partner:

What is Shinobu's problem?

How did she solve the problem?

Do you have problems talking on the phone?

How did you solve the problem?



Irina is a student at The Learning Center. She is from Russia and has been in the United States since 2004. She is married and has one child.

IRINA'S STORY

I had problems speaking on the phone when I was in America only five months. Somebody called me and offered some books for my daughter, but I didn't understand what he said. I said to him, "*I'm not interested*". He spoke very fast and asked me about my address. I did not give it to him. He told me my address and I said, "*Yes, that is it.*" In a few days, I received some books and I had to pay for them. It was confusing, because I didn't want to buy anything. My husband solved the situation. I didn't know how to correctly answer the questions.

Think about it – Talk about it with your partner

Do you like talking on the phone? Why or why not?

Has something like this ever happened to you or someone you know? Tell your learning partner what happened.

Journal Writing

Please write to your teacher about a problem you had on the phone. Ask your teacher if he/she has had a problem talking on the phone:

Listening in: Your teacher

Listen as your teacher tells about a problem he/she had on the phone. Take notes below. Ask questions when you don't understand.

Teacher's name _____

Teacher's problem:

How your teacher solved the problem:

Tell your partner what you understand about your teacher's phone problem.

Bringing the outside in: Interview results

Interview three (3) friends. Ask your friends if they have problems talking on the phone. Ask what they do when they have problems on the phone. Fill in your friend's information below. Discuss your answers with your class.

Friend's name _____

Write about your friend's problem.

Friend's name _____

Write about your friend's problem.

Friend's name _____

Write about your friend's problem.

Ideas for action:

Talk as a group. What other problems do you have on the phone? What would make it easier for you to talk on the phone? Write your group's ideas.

Collaborations (Working Together)

Work with your group. Make a list of important phone numbers to have near your phone. Add your own important phone numbers at the end of the list. Write a few phrases to use when talking on the phone.

Make a chart with the important phone numbers and phrases. Some sample phrases might be: Please speak up. I can't hear you. I don't understand.

Use the picture dictionary to help you. Use the phone book to find the numbers.

Some important numbers might be:



Ambulance () _____



Fire Company () _____



Police () _____



Doctor () _____



Your child's school () _____



Dentist () _____



() _____



() _____

Options for learning.

How do you want to use English on the phone?

	Already do	Want to learn	Not Interested
Make appointments	_____	_____	_____
Call school	_____	_____	_____
Order food	_____	_____	_____
Make reservations	_____	_____	_____
Call for help	_____	_____	_____
Add your own ideas	_____	_____	_____

Looking back:

1. In this unit I learned _____

2. The activity I liked best was _____
because _____
3. The activity I liked least was _____
because _____
4. Add your own thoughts _____

Checklist for Learning

Vocabulary: the words you know. Add more if you wish.

Nouns

____ telephone
____ phone
____ conversation
____ answering machine
____ cell phone
____ police
____ school
____ doctor
____ appointment
____ ambulance

Verbs: Check the verbs you know. Write the past tense

Present tense	Past tense
____ have	_____
____ speak	_____
____ understand	_____
____ talk	_____
____ forget	_____
____ is	_____

Others

Others

Idioms

____ calm down
____ slow down
____ sit down
____ speak up
____ call back

Language: what you can do in English. Add more ideas if you wish.

I can:

____ ask people to repeat information
____ ask people to speak slower
____ use the phone book
____ call to make an appointment
____ talk about a problem on the phone
____ take notes
____ take a phone message

Others

