

## Dialogue 'Telephoning'

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Write a dialogue about a phone call according your appointed task file together with your randomly chosen partner.

### Procedure and Document Specifications:

- Open a new word file and save it under the **file name** surname\_firstname\_class\_dialogue.docx.
- Include a **footer** with your name, class and date.
- Write a title.
- Copy the **role-play card** (written form).
- Indicate the **roles** at the beginning of every turn (e.g. C for caller, T for telephonist).
- Write your dialogue. Include at least **7 turns** (seven times caller line followed by telephonist line)
- Start your phone call with a **greeting**.
- Mention a **communicative problem** the two are facing during their call (out of office, being cut off, a misunderstanding, ...).
- End your call by **saying good-bye**.
- **Proofread** your text.
- Run a **spell check** in MS Word.
- Self-evaluate your text with the **grading criteria**.
- **Learn it by heart**. You are not allowed to use any notes.
- **Practice** your dialogue together with your partner.
- **Print it out** and hand it over to your teacher.
- Be ready to act it out on your appointed date.
- Have fun!

## Role-play cards

<p>1a</p> <p>You need to telephone your doctor. You have an appointment on Tuesday the 3<sup>rd</sup> at 16.45 but you need to change it to Thursday the 5<sup>th</sup> at 15.00. On Monday 9<sup>th</sup> you are busy all day, but Tuesday 10<sup>th</sup> you have a free day.</p> <p>Telephone the doctor's clinic and speak to the receptionist. Make a new appointment.</p>	<p>1b</p> <p>You are the receptionist at Medical centre, the doctor's clinic. You have no free appointments on Thursday 5<sup>th</sup> as the doctor will be away that day. The next day the doctor is free is Monday 9<sup>th</sup>.</p> <p>Answer the telephone and help the patient make a new appointment.</p>
<p>2a</p> <p>You need to telephone your partner at his or her office. You planned to be home early today so you could go out for dinner together but you have to stay at work until very late.</p> <p>Telephone your partner's office and tell him/her the bad news! Make sure you say sorry.</p>	<p>2b</p> <p>You work at Smith and Jones Publishing Limited, in an office with one other person. He or she is in an important meeting and you are taking messages if anyone telephones.</p> <p>Answer the telephone and take a message.</p>
<p>3a</p> <p>You need to telephone a flower shop and order some flowers for friends who are having their 20<sup>th</sup> wedding anniversary. They love red roses. You want the flowers to be delivered to their house tomorrow.</p> <p>Telephone the shop and order the flowers. Don't forget to include a message saying congratulations.</p>	<p>3b</p> <p>You work at Blooming Wonderful, the flower shop. One of your services is delivery of flowers ordered by telephone.</p> <p>Answer the telephone and take an order. Remember you need the address and details of the message. Don't forget to ask what kind of flowers the customer would like.</p>
<p>4a</p> <p>You need to travel from London to Glasgow tomorrow on urgent business. Your company has a travel advice section which can help you. You are not worried about the cost but you need to be in Glasgow by 11 o'clock in the morning and travel back to London in the evening.</p> <p>Telephone the travel advice section and find out what the best way is to travel.</p>	<p>4b</p> <p>You work in the travel advice section of your company. Your job is to help colleagues find the best way to travel.</p> <p>Answer the telephone. To help your colleague, you need this information:</p> <p><i>London to Glasgow by train, leaves 8.00, arrives 12.30. Returns to London in the evening.</i></p> <p><i>London to Glasgow by coach, leaves 7.00, arrives 15.00, returns to London next day</i></p> <p><i>London to Glasgow by air, leaves 7.30, arrives 8.45. Flights back to London all day.</i></p>

<p><b>5a</b></p> <p>You need to find out what the homework was from your last English class. As you missed it.</p> <p>Telephone your friend Joe and ask him/her to tell you about the class you missed and the homework.</p>	<p><b>5b</b></p> <p>Your name is Joe. Your friend is going to telephone you.</p> <p>Answer the telephone.</p>
<p><b>6a</b></p> <p>You work for United Engineering. You need to ask Express Delivery Services to collect a parcel from your office.</p> <p>Telephone Express Delivery Services and ask them to help you. Have your office address details ready to give them.</p>	<p><b>6b</b></p> <p>You work as a receptionist at Express Delivery Services.</p> <p>Answer the telephone. Connect the customer to the correct office (for collection of parcels they need to speak to Customer Services).</p> <p>Unfortunately there is no one in the Customer Services Office at the moment. Apologise and take a message. You need to find out what the parcel is and where the office of the customer is.</p>
<p><b>7a</b></p> <p>You want to stay at the Spring Waters Hotel in Hawaii for your next holiday. Before you make a booking, you want to ask the hotel for some information. You need to find out these things:</p> <ul style="list-style-type: none"> <li>- are pets OK?</li> <li>- is there a special price for families?</li> <li>- what sports can you play?</li> <li>- is the weather good in September?</li> </ul> <p>Telephone the hotel to find out the answers to your questions.</p>	<p><b>7b</b></p> <p>You work in the reception of the Spring Waters Hotel in Hawaii. You answer telephone enquiries from clients about the hotel.</p> <p>Answer the telephone. You need the following information:</p> <ul style="list-style-type: none"> <li>- no pets are allowed</li> <li>- there are special family discount prices</li> <li>- you have football, swimming, tennis and water sports</li> <li>- the weather in September is warm but windy</li> </ul>
<p><b>8a</b></p> <p>You met someone new in your class. You want to invite your new friend out for a coffee on Saturday.</p> <p>Telephone your friend and make a date!</p>	<p><b>8b</b></p> <p>You met someone in your class but you didn't really like them very much and you don't want to be with them outside the class.</p> <p>Answer the telephone. Try to be polite but say 'no'.</p>

<p><b>9a</b></p> <p>You are going to miss a month of your English classes at Wordsworth Language School because you have to travel abroad for work. You want your teacher to e-mail you the homework and class work you will miss.</p> <p>Telephone the school and speak to your teacher. Leave a message if necessary.</p>	<p><b>9b</b></p> <p>You work in the reception of the Wordsworth Language School. Today all the teachers are away on a training course.</p> <p>Answer the telephone.</p>
<p><b>10a</b></p> <p>You need to talk to your bank manager, Mr Jones. You are not sure of the telephone number but think you have the right one.</p> <p>Telephone your bank. Ask to speak to Mr Jones</p>	<p><b>10b</b></p> <p>You work in a special garage as a mechanic. Your job is to repair sports cars.</p> <p>Answer the telephone.</p>

## Scoring Rubric for Oral Presentation «Telephoning»

Name	Topic	
Class	Time	
Date	Grade	1.0

### PRESENCE & ACTING (NON-VERBAL SKILLS)

max. 3

- o good **posture** (stands straight up, no leaning, shifting)
- o appropriate **gestures** and **facial expressions**
- o **acts it out** and uses preps
- o demonstrates a strong **positive feeling / enthusiasm**
- o enjoys **audience interaction** (no anxiety)
- o uses **no note cards**

### DELIVERY & CLARITY OF SPEECH (VERBAL SKILLS)

max. 6

- o uses a clear voice (**articulation**)
- o rarely **mispronounces** words
- o appropriate **rate of speech** (not too fast, not too slow)
- o speaker is easily heard (**volume**)
- o uses **rhythm** and **intonation**

### TURN-TAKING & ANSWERING (PRESENTATION SKILLS)

max. 6

- o no distracting **pauses** / smooth **answering behaviour**: 1, 2 points
- o **accordance** with the text (oral text mistakes): 1,2,3,4 points

### LANGUAGE SKILLS (GRAMMAR & SPELLING)

max. 6

- o makes only minor **grammatical errors**
- o correct **punctuation** (full stops, commas, hyphens)
- o only a few **slips of the pen**
- o shows some **variety of lexical items**

### CONTENT (AMOUNT OF INFORMATION)

max. 6

- o **amount of words** (below 200: 1/200-250: 2/250-300:3/above 300 words: 4)
- o accomplishes the **task** (role-play cards): 1,2 points

### PREPARATION & ORGANIZATION (FORMAL REQUIREMENTS)

max. 6

- o correct **submission date/time**
- o **hardcopy** given to the teacher
- o **personalized file name** (surname\_firstname\_class\_telephoning.docx)
- o **footer** with name, class, date
- o **role-play card** indicated above dialogue
- o **roles** (C:/T:) appear at the beginning of every new turn