

REEP ESL Curriculum for Adults

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TELEPHONE UNIT LIFESKILLS PERFORMANCE OBJECTIVES* LEVEL: 300

TELEPHONE UNIT GOAL

Students will demonstrate their ability to use level appropriate language skills to obtain and convey information using available telephone technology.

TELEPHONE LIFESKILLS PERFORMANCE OBJECTIVES (Summary):

1. Set class learning goals.
2. Report information from recorded telephone messages.
3. Take and leave messages.
4. Call utility company to make a request.
5. Given telephone bill, identify important information.
6. Locate phone numbers of interest to self and classmates.

** This chart was updated March of 2016 to exclude technology, functions, and related language that are no longer relevant, with a few additions, such as making a call on mobile device or using an online resource to find a telephone number.*

LIFESKILLS PERFORMANCE OBJECTIVES	FUNCTIONS AND SAMPLE LANGUAGE	RESOURCES See Resources	INTEGRATION
1. Set class learning goals, i.e. lifeskills objectives to be covered in this unit.	Express Need: I need to study ... because... I need to call... because	Brainstorm places students call now and places they need to call. Students prioritize unit objectives <i>Write From the Start</i> , p. 20-21 <i>A Conversation Book 2</i> , p. 17 <u>Telephone Skills: Find Your Partner</u>	Structures: Simple present because Cross-culture: Telephone usage in native country
2. Report information from recorded voicemail messages, including multiple-step	Report instructions: "If you want...press 1. If you need assistance, stay on the line.	<i>Basic Telephone Training</i> , p. 12-13, 18, 24 <u>Telephone Recordings</u>	Structures: reported speech, conditionals, imperatives

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<p>automated instructions</p>	<p>Report info: time, location, price: The store opens at 7:30, They said the train would arrive at ... The address for the clinic is..."</p>		<p>Extension: Write instructions.</p>
<p>3. Take and leave messages in person and on answering machines or voicemail.</p>	<p>Ask someone to do something: May I please leave a message? Please tell her to call me/that I called. Offer assistance: Can I take a message? Make/respond to request: clarification: Excuse me? Can you repeat that?</p>	<p><i>Lifelines 3, unit 12</i> <i>Great Ideas, unit 5</i> <i>Writing It Down, p. 28-33</i> <i>Write From the Start, p. 44-45</i> <i>Basic Telephone Training, p. 4-6, 12-13, 42-72</i> student generated dialogues</p> <p>Activity ideas: Spelling names and addresses Leaving a message</p> <p>Listening: <u>Is your dad home?</u></p> <p><u>Telephone Conversations</u></p> <p><u>Voicemail (answering machine)</u></p>	<p>Structures: may, can imperatives</p> <p>Extension: Discuss telephone etiquette Record a message for voicemail, e.g. "Hi. This is Bill. Please leave your name, telephone number, and a brief message after the beep".</p>
<p>4. Call utility company to make a request (e.g. service, repair, installation or correction to a bill) for a landline</p>	<p>Express complaint: There is a mistake on my bill. What should I do? There is a long distance call to Alaska on my phone bill. I didn't make the call.</p> <p>Request assistance: Could you send someone to repair my landline? It is not working. Could you send someone to install a</p>	<p>Student-generated dialogs Listening: <u>May I Help You?</u></p>	<p>Structures: There is/ there are Wh- questions Simple past</p> <p>Extension: Discuss issues with accessing bills online.</p> <p>Complaining and Requesting help for wireless phone service.</p> <p>Extension: Consumer rights</p>

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	new phone line?		
5. Given telephone bill, identify total of bill, number of calls, etc.	Sample language: billing date account number account holder monthly charges due date abbreviations = am, pm, incl., d (day), n (night)	<i>Real Life English 3</i> , p. 18-19 REEP Activity: Reading a Phone Bill with Sample phone bills (local, long distance, cell)	Structures: Extension: Methods of payment, budgeting
6. Locate phone numbers of interest on the Internet	Seek/report information: What is the number for...? It's directory website Look up Search Click on (mouse) Tap (mobile device)	<i>Real Life English 3</i> , p. 23-34 <i>It's Time to Talk</i> , p. 84 <i>Stand Out 2</i> , p. 90-91 Google search www.switchboard.com	Extension: Make a phone directory or add contact into phones of numbers of interest With web resources like Google maps locate addresses and explore directions for different modes of transportation

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