# REEP ESL Curriculum for Adults

**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 *Write From the Start,* p. 20-21 *A Conversation Book 2*, 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 automated instructions | Report instructions:  "If you want...press 1.  If you need assistance, stay on the line. Report info: time, location, price: The store opens at | *Basic Telephone Training*, p. 12-13, 18, 24 <u>Telephone Recordings</u> | Structures: reported speech, conditionals, imperatives <br><br> Extension: Write instructions. |

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| | 7:30, They said the train would arrive at ... The address for the clinic is..." | | |
| 3. Take and leave messages in person and on answering machines or voicemail. | 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? | *Lifelines* 3, unit 12 *Great Ideas*, unit 5 *Writing It Down*, p. 28-33 *Write From the Start*, p. 44-45 *Basic Telephone Training*, p. 4-6, 12-13, 42-72 student generated dialogues<br><br>Activity ideas: Spelling names and addresses Leaving a message<br><br>Listening: Is your dad home?<br><br>Telephone Conversations<br><br>Voicemail (answering machine) | Structures: may, can imperatives<br><br>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". |
| 4. Call utility company to make a request (e.g. service, repair, installation or correction to a bill) for a landline | 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.<br><br>Request assistance: Could you send someone to repair my landline? It is not working. Could you send someone to install a | Student-generated dialogs Listening: May I Help You? | Structures: There is/ there are Wh- questions Simple past<br><br>Extension: Discuss issues with accessing bills online.<br><br>Complaining and Requesting help for wireless phone service.<br><br>Extension: Consumer rights |

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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) | *Real Life English 3*, p. 18-19 <br><br> 📄 **Telephone 300 activity – reading a phone bill** <br><br> phone bills (local, long distance, cell) | Structures: <br><br> 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) | *Real Life English 3*, p. 23-34 <br> *It's Time to Talk*, p. 84 <br> *Stand Out 2*, p. 90-91 <br><br> Google search <br><br> www.switchboard.com | Extension: Make a phone directory or add contact into phones of numbers of interest <br><br> With web resources like Google maps locate addresses and explore directions for different modes of transportation |