

Communicative worksheet

Telephone messages

1 Ask students to look at the pictures on the worksheet. Ask:

Who are the people and where are they?

What are their jobs?

What are they doing?

Alternative activity

Ask students to describe the pictures under the title: *Can I take a message?*

2 Ask students to look at the picture of the receptionist. Brainstorm ideas about what she says when people call the company.

3 Divide the class into pairs and hand out the Student cards. Ask students to match the expressions with similar uses in their lists.

Answers

The expressions with a similar use are:

1 & 4 2 & 6 3 & 2 4 & 5 5 & 7 6 & 3
7 & 1

The expressions the receptionist could say are: 5 & 6 (*Student A*); 3 & 7 (*Student B*)

4 Ask pairs to prepare their roles. Tell them to prepare expressions that they could use in their conversation.

With a strong class, ask students to improvise the conversation in pairs.

With a weaker class, ask students to work in pairs to prepare and write a conversation before acting out.

5 Ask some pairs to act out their improvised or prepared conversation for the class. To create a task for the class, write the following question on the board, and ask students to listen and find the answers:

Which people at Dibble Brothers does the speaker want to talk to?

6 Personalise

Discuss the following questions as a class:

What do you usually say when you answer the phone and take messages in your country?

How important is it to be polite or formal?

What unusual expressions do people use in your language and how are these expressions different to English telephone expressions?

7 Writing

Ask students to write Lucy Rees' diary describing what it is like to work at Dibble Brothers!