

## **Teacher's Notes on Module: Telephone Skills**

### **Objectives:**

The objective of this module is to familiarise students with expressions commonly used during telephone calls, particularly in situations where they are speaking to people unknown to them and to give them an opportunity to practise telephone call situations and message taking.

### **Suggested order of worksheets:**

#### **1. Standard telephone expressions**

To familiarise students with standard expressions that we use on the telephone in given situations.

#### **2. Voicemail Messages**

Students listen to pre-recorded voicemail messages (prepared by teacher) and fill in a standard message pad.

#### **3. Practice Phone Calls**

Students practise phone call situations with a partner and examine situations where they may not be confident on the phone.

#### **4. Telephone Calls Role-play**

Students practise with a partner from a list of role-play situations.

### **Language and Vocabulary**

- Vocabulary and language to speak and respond clearly on the telephone
- Vocabulary and language to understand voicemail
- Vocabulary and language to increase self-confidence on the telephone