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| **Topic: Business Communications** | | | | |
| **Instructor:**  **Gary Choi** | **Level:**  **Beginner** | **Age:**  **Adults** | **Number of Students: 8** | **Length:**  **50 Mins** |
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| **Materials:**  **Materials:**  **Picture**  **CD**  **8 copies of transcript of the audio business conversation recording**  **8 copies of worksheet**  **Markers**  **White Board** | | | | |
| **Aims:**  **- The students will learn vocabulary and expressions related to business to business conversations on the telephone.**  **- The students will learn how to leave a message as caller and take a message as recipient of the phone call.**  **- The students will learn how ask and answer questions in a telephone business conversation.** | | | | |
| **Language Skills:**  **Listening: listening to an audio recording (demonstration) and classmates speaking**  **Speaking: participating in an activity, speaking with another classmate**  **Reading: Reading the transcript of the audio recording**  **Writing: Writing a message from a caller (student).** | | | | |
| **Language Systems:**  **Phonology: listening to audio recording to be able distinguish R/L sounds**  **Function: use of words to ask and answer questions to get information and leave a**  **message in a business conversation over the telephone.**  **Discourse: understanding the main idea of the business conversation**  **Structure: Interrogative sentences and pronouns**  **Lexis: key vocabulary words** | | | | |
| **Assumptions:**  **Students already know:**  **🡪 the teachers style of teaching**  **🡪 how to express simple ideas and opinions in simple English**  **🡪 Ss are at the beginning level and know some simple vocabulary in the text**  **🡪 that the class will work in groups of 2 and 4.**  **🡪 role plays and acting out** | | | | |
| **Anticipated Errors and Solutions:**  **Students may not know some vocabulary words in the conversation**  **🡪 encourage Ss to guess from context**  **If post-activity ends early**  **🡪 review the class and ask the students to ask question in a business context.**  **If post-activity ends later than expected**  **🡪 there will be no review and limit students questions**  **If the telephone conversation listening is too difficult**  **🡪 listen to the conversation in chunks.**  **If activity finishes early**  **🡪 ask students of their experiences in a business conversation over the phone** | | | | |
| **References:**  **Business Communication. In Randall’s ESL Cyber Listening Lab. Retrieved, January 15, 2019 from**  **https://www.esl-lab.com/tc1/tcsc1.htm.** | | | | |
| **Notes:** | | | | |

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| **Presentation:** | | | | |
| **Aims:** | | | **Materials:**  **-Picture of two people on phone**  **-White board**  **-Markers** | |
| **Time** | **Set Up** | **Student** | | **Teacher** |
| **5 mins**  **10 mins** | **Whole Class**  **Whole Class** | **Every Student answers the**  **questions and talk about their weekend.**  **Student looks at the picture and tells the teacher of what comes to mind when the students see the picture.**  **1 student answers saying the person who receives the call takes a message.**  **Students answer guess the meaning of words until all the words are defined.**  **Students listen and ask questions until they understand.** | | **Procedure:**  **Lead-In**  **<Greeting>**  ***Hello class!***  ***I had a very exciting weekend. I went to the hospital with my wife and found out that my wife is pregnant with a girl.***  ***How was your weekend?***  ***Did you do anything interesting?***  **<Eliciting and Prediction>**  **(showing picture to elicit the topic)**  ***Look at the picture.* (picture is of two people sitting in an office talking on the phone)**  ***What comes to mind?* (get students ideas and write them on the board)**  ***What if you call a business and the person that you want to speak to is not available?***  **Teacher goes over vocabulary words and writes words on the board one by one.**  ***What does brochure mean?***  **What does detail mean?**  ***What does… office supplies, fax, service, computers, answering machines?***  **After finishing teacher asks the question.**  ***The following words are found in the conversation. What do you think is the main topic of the conversation?***  **Teacher makes sure the students understand the question.**  **Word of advice before finishing presentation:**  ***Be sure to practice your telephone etiquette to give your listener the best impression possible. Your voice is your only selling point, and it will make you sound confident.*** |
| **Notes:** | | | | |
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| **Practice:** | | | | |
| **Aims:** | | | **Materials:**  **Worksheet**  **Listening Script** | |
| **Time** | **Set Up** | **Student** | | **Teacher** |
| **10 mins**  **10 mins** | **Whole class**  **Students in pairs**  **Whole class** | **Each student answers the questions**  **Students work together, listen together and present answers together.** | | **Procedure:**  ***I want everyone to work alone when listening to the conversation. While you are listening answer the questions on the worksheet. You will have 5 minutes to answer the questions after the listen script ends.***  **Distribute worksheet to each student.**  **CCQ**  **Are you working alone?**  **How much time do you have?**  ***Now make groups of 2. Each student will grade each other’s quiz and find the right answer together. I will give you 5 minutes as we listen to the script one more time. And, each group will give the answers together.***  **CCQs**  ***How much time do you have?***  ***What is will you do for the next 5 minutes?***  ***Have you found the answers?***  ***Now let’s check the answers*** |
| **Notes:** | | | | |
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| **Production:** | | | | |
| **Aims:** | | | **Materials:** | |
| **Time** | **Set Up** | **Student** | | **Teacher** |
| **15 mins** | **Students in pairs** |  | | ***Now, I want you to role play. One person is the caller and the other is the secretary and then switch roles. I want you to practice how to ask questions and how to answer questions. When asking question, change the pitch of your voice into question form.***  ***I will give you 15 minutes.***  **CCQs**  **What are you doing?**  **What are you practicing?**  **How much time do you have?** |
| **Notes:** | | | | |
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| **Post Production:** | | | | |
| **Aims:** | | | **Materials:** | |
| **Time** | **Set Up** | **Student** | | **Teacher** |
| **5 mins** | **Whole class** | **Students respond** | | ***Today we learned how to communicate over the phone for business.***  ***Did you enjoy the activity?***  ***Was it fun?***  ***Was it difficult?***  ***Do you have a question?***  ***Good job guys.***  ***See you next week.***  ***Have a nice day?*** |
| **Notes:** | | | | |