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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.** |
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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.*** |
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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*** |
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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:** |