**Asking for Information on the Telephone**

Your Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Task**: Chose a partner. Decide who will be Student A and Student B. Next, take some time to prepare information for your role-play. **Prepare by yourself; do not start practicing with a partner**. When you are ready, your teacher will ask you to role-play the situation with your partner.

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| **Student A**  You have just moved to a new home. You would like to have Internet access in your home, so you need to call an Internet Service Provider (ISP). Prepare a list of questions to ask the salesperson of an ISP.  Call Speedy Internet and ask your questions. If you feel that their offer is suitable, sign up for the service.  Your personal information is: Joseph Bednarczyk, 307 Vaughan St., Toronto, Ontario, M5P 1G7. Your telephone number is 416-778-5566. |
| **Student B**  You are a salesperson for Speedy Internet Services. Prepare a list of 5-8 points about the Internet service you provide that you can tell callers (packages, prices, installation fees, equipment costs, etc.).  Answer the phone with a professional greeting. Answer the caller’s questions. Get the customer to sign-up for the service. Use at least one telephone strategy to clarify information. |

For Teacher’s Use:

I. Interacting with Others

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | Somewhat | No |
| Answers the phone with appropriate greeting |  |  |  |
| Uses a strategy/strategies to confirm information |  |  |  |
| Closes conversation using an appropriate expression |  |  |  |
| Is polite and has appropriate tone |  |  |  |

IV. Sharing Information

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes | Somewhat | No |
| Provides necessary information |  |  |  |
| Asks relevant questions |  |  |  |
| Speaks clearly / Is understandable |  |  |  |
| Accuracy (grammar, word choice) | CLB5/CLB6/CLB7/CLB8 | | |

Score:

Comments:

Additional Telephone Scenarios

Scenario #1

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| **Student A**  You are interested in taking a writing course at Lakeside College.  First, think of questions you want to ask about the course and school. Then, when ready, call the college to get information. Your name is Rudolph McDougall, and you live at 85 McClearly Lane, North York, M4N 3G7. Your telephone number is 647-735-1259 |
| **Student B**  You are a receptionist at Lakeside College. Your college offers a variety of courses. One of your most popular courses is its writing course. Prepare a list of 5-8 points about the writing course that you can tell callers (hours, price, course content).  Answer the phone with a professional greeting. Answer the caller’s questions. Get the customer to sign up for the course. Use at least one telephone strategy to clarify information. |

Scenario #2

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| **Student A**  You have just moved to a new city. You have a dental problem. You have found the name of a dental clinic called York Dental on the Internet. It has good reviews, so you would like to call there to make a reservation.  First, prepare some information about your dental problem. Also, think of some questions to ask the clinic. Try to make an appointment that suits your busy schedule.  Your personal information is: Zach Galifaianakis, 307 Jacobs Quay. Mississauga, Ontario, M5P 1G7. Your telephone number is 416-778-5566. |
| **Student B**  You are a receptionist for York Dental. Your main duty is to schedule appointments. Prepare a list of 5-8 points about your clinic (location, cost, hours, dentist’s names.).  Answer the phone with a professional greeting. Answer the caller’s questions. Try to schedule an appointment. Use at least one telephone strategy to clarify information. |

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