

Telephoning

Solving a technical problem

Here are the **speaking activities** to practice for the **final task**.

If you are interested in the **listening and language activities**, please email me:

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Speaking activity 1

Student A :

 <p>A</p> <p>Thanks for calling. Have a nice day.</p>	 <p>B</p> <p>Thank you. Goodbye.</p>
 <p>A</p> <p>Could you ask him to return my call?</p>	 <p>B</p> <p>Certainly. Your name and number, please?</p>
 <p>A</p> <p>Can you spell your name for me, please?</p>	 <p>B</p> <p>Certainly. S-C-H-W-A-R-T-Z.</p>
 <p>A</p> <p>Who's calling, please?</p>	 <p>B</p> <p>This is Paula White.</p>
 <p>A</p> <p>Let me read that back to you. Your number is 801-6402.</p>	 <p>B</p> <p>Yes. That's correct.</p>

Student B :

<p>A</p>  <p>Directory enquiries. May I help you?</p>	<p>B</p>  <p>I'd like a London number, please. Ms Paula White in Kensington.</p>
<p>A</p>  <p>When can I reach him?</p>	<p>B</p>  <p>He'll be in at 10 o'clock.</p>
<p>A</p>  <p>May I take a message?</p>	<p>B</p>  <p>Yes, thanks. Could you ask her to ring me at 210-1635?</p>
<p>A</p>  <p>May I speak to Ms Wagner, please?</p>	<p>B</p>  <p>One moment, please. I'll connect you.</p>
<p>A</p>  <p>Can you hold the line, please?</p>	<p>B</p>  <p>Certainly. I'll wait.</p>

Student A = Secretary

Speaking Activity 2

APLIUT 2019-Epinal- Swapshops

Sample Conversation:
Would You Like to Leave a Message?

A= Secretary B=Business Client

A: Good Afternoon. Stellar Corporation.

B: Hello. Can you put me through to Mary Jenkins please?

A: I'm sorry. She's at a meeting with a client.

B: Do you know when she'll be back?

A: She should be back by 2:00.
Would you like to leave a message for her?

B: Yes. Could you tell her the new ads are finished?

A: Certainly. Can I have your name please?

B: My name is Jack Felspar. That's F-E-L-S-P-A-R.
I'm with Spectrum Printers. And could you have her call me when she has a spare moment. I need to discuss the billing details.

A: Does she have your number?

B: I think so, but I better give it to you just to be sure.
It's 314-274-5464.

A: Alright, Mr. Felspar. I'll have her call you when she gets a minute/she's back in the office.

B: Thanks. I appreciate it. Have a nice day.

A: You too.

Secretary Activity Sheet



Would You Like to Leave a Message?

You are a secretary for the Stellar Corporation. Your boss Mary Jenkins is out so when business clients call, take their message.

Client Name	Company	Tel#	Message	Wants to Discuss
Jack Felspar	Spectrum Printers	314-274-5464	New ads are finished	Billing details

www.bogglesworldesl.com/businessESL.htm

Secretary Role Cards

Secretaries should be given a role-card with information about their boss. The information includes the boss's whereabouts and her expected return time. When people call asking for the boss, secretaries should convey the information in the card and take a message.



You work for the Stellar Corporation. You are a secretary. Your boss is Mary Jenkins. She is at a meeting. She is expected back at 1:30.

You work for the Stellar Corporation. You are a secretary. Your boss is Mary Jenkins. She is out to lunch. She is expected back at 1:00.

You work for the Stellar Corporation. You are a secretary. Your boss is Mary Jenkins. She is on vacation. She is expected back next Monday.

You work for the Stellar Corporation. You are a secretary. Your boss is Mary Jenkins. She is talking to a client. She is expected back in about an hour.

You work for the Stellar Corporation. You are a secretary. Your boss is Mary Jenkins. She is away on business. She is expected back tomorrow.

You work for the Stellar Corporation. You are a secretary. Your boss is Mary Jenkins. She is talking to the boss. She is expected back in about 15 minutes.

You work for the Stellar Corporation. You are a secretary. Your boss is Mary Jenkins. She just stepped out. She is expected back in about 2 hours.

You work for the Stellar Corporation. You are a secretary. Your boss is Mary Jenkins. She is away on maternity leave. She is expected back at the beginning of next month.

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Student B = Client

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**Sample Conversation:
Would You Like to Leave a Message?**

A= Secretary B=Business Client

- A:** Good Afternoon, Stellar Corporation.
- B:** Hello. Can you put me through to Mary Jenkins please?
- A:** I'm sorry. She's at a meeting with a client.
- B:** Do you know when she'll be back?
- A:** She should be back by 2:00.
Would you like to leave a message for her?
- B:** Yes. Could you tell her the new ads are finished?
- A:** Certainly. Can I have your name please?
- B:** My name is Jack Felspar. That's F-E-L-S-P-A-R.
I'm with Spectrum Printers. And could you have her call me when she has a spare moment. I need to discuss the billing details.
- A:** Does she have your number?
- B:** I think so, but I better give it to you just to be sure.
It's 314-274-5464.
- A:** Alright, Mr. Felspar. I'll have her call you when she gets a minute/she's back in the office.
- B:** Thanks. I appreciate it. Have a nice day.
- A:** You too.

Client Activity Sheet



Would You Like to Leave a Message?

You are a business client of the Stellar Corporation. You want to call a manager their, Mary Jenkins, to let her know some important information and to discuss some details. If she is not there, leave a message with her secretary.

Secretary's Name (Classmate's Name)	Mary Jenkins Location	Expected Return Time/Date
J. Felspar (classmate's name)	At a meeting	2:00

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Business Client Role Cards

Business clients should be given a role-card with information concerning a business transaction with Mary Jenkins, a manager at Stellar Corporation. The Role-card contains the clients name, company, telephone number, and important business information that the clients want to convey to Mary Jenkins.



You are Mike Berggson. You work for LJ computers. Your telephone number is 604-324-4321. You have to call Mary Jenkins from the Stellar Corporation and tell her that her shipment of computers has arrived. If she is not in, leave a message with the secretary. You want Mary to call you so that you can discuss the delivery and instalment schedule.

You are Tanya Griswold. You work for Krubb Interior Designs. Your telephone number is 017-367-2190. You have to call Mary Jenkins from the Stellar Corporation and tell her that you have come up with an estimate for the renovations. If she is not in, leave a message with the secretary. You want Mary to call you so that you can discuss the color of the walls and floor tiles.

You are Sara Voldemort. You work for Darkside Media. Your telephone number is 250-432-3456. You have to call Mary Jenkins from the Stellar Corporation and tell her that the advertising campaign is ready to launch. If she is not in, leave a message with the secretary. You want Mary to call you so that you can discuss payment for services.

You are Felix Unger. You work for Upland Real Estate. Your telephone number is 212-425-3994. You have to call Mary Jenkins from the Stellar Corporation and tell her that you have found a property she would be interested in. If she is not in, leave a message with the secretary. You want Mary to call you so that you can discuss an initial offer for the property.

You are Lisa Harada. You work for 1st International Bank. Your telephone number is 812-999-3344. You have to call Mary Jenkins from the Stellar Corporation and tell her that her loan application has been approved. If she is not in, leave a message with the secretary. You want Mary to call you so that you can discuss the repayment schedule.

You are John Richter. You work for Wide-Eye Security. Your telephone number is 204-323-4998. You have to call Mary Jenkins from the Stellar Corporation and tell her that her cameras have arrived. If she is not in, leave a message with the secretary. You want Mary to call you so that you can discuss when she wants the cameras installed.

You are Dana Walker. You work for Jones and Baily Law Firm. Your telephone number is 312-556-6655. You have to call Mary Jenkins from the Stellar Corporation and tell her that she won her court case. If she is not in, leave a message with the secretary. You want Mary to call you so that you can discuss payment for services.

You are Jerry Flannegan. You work for Provincial Express Shipping. Your telephone number is 011-293-3425. You have to call Mary Jenkins from the Stellar Corporation and tell her shipment has been delivered. If she is not in, leave a message with the secretary. You want Mary to call you so that you can discuss future shipments.

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Speaking Activity 3

Role-play: phone conversations

Student A:

Situation 1. You are the caller. Call Student B and ask to speak to Fernando Gomez in Marketing.

Situation 2. You receive a call from B. You are the receptionist. Try to help B with his or her call. The HR department is having an all-day meeting.

Student B:

Situation 1. You receive a call from A. you work in accounts. Try to help A with his/her call.

Situation 2. You are the caller. you want to speak to the Human Resources manager.

Speaking Activity 4

The Hotline

A1 You can't print your document. The printer is on (the light is green) but nothing happens when you want to print.	B1 You help the person with his/her problem.
A2 You help the person with his/her problem.	B2 Since the last time the technician came, nothing works. Make up several problems with your computer and/or its peripherals.
A3 You can't find the file you saved. You looked everywhere but can't find it.	B3 You help the person with his/her problem.
A4 You help the person with his/her problems.	B4 You can't connect to the internet. Each time you try, you get an error message.
A5 You mistakenly deleted a very important file (you spent months working on it) so you would like to get it back.	B5 You help the person with his/her problem.

ASSESSMENT GRID

Assessment criteria	1-2 point(s)	3-4 points	5-6 points	Total
Content -Introduce yourself -Explain problem Agree/disagree -Suggest a solution -Reach an agreement -Polite ending	The discussion is too succinct to meet the aims of the task. Some parts are missing.	Can have a prepared straightforward conversation on a familiar topic within his/her field, in which the main points are explained with reasonable precision.	Can have a clear, prepared conversation, giving reasons in support of or against a particular point of view and giving the advantages and disadvantages of various options.	
Accuracy of the language - grammar - vocabulary - formal language	The discussion shows only limited control of a few simple grammatical structures.	Generally good control though with noticeable mother tongue influence. Errors occur, but it is clear what he/she is trying to express.	Shows a relatively high degree of control. Does not make mistakes which lead to misunderstanding.	
	0 point	1-2 point	3-4 points	
Intelligibility of the performance - pronunciation - audibility	The arguments are very difficult to understand.	Pronunciation is clearly intelligible even if a foreign accent is sometimes evident and occasional mispronunciations occur. Can speak to the audience with a reasonable degree of clarity, fluency and spontaneity.	Has acquired a clear, natural, pronunciation and intonation. Can speak to the audience with a high degree of clarity, fluency and spontaneity.	
Communication - effort to address the others - formal language	Irrelevant comments. He or she isn't addressing his/her partner. Familiar language.	Can express belief, opinion, agreement and disagreement politely.	Can express his/her ideas and opinions with precision, and present and respond to complex lines of argument convincingly.	
		B1 Level / 12 pts	B2 Level / 20 pts	... / 20

FINAL TASK

In pairs

Using the vocab and expressions given in class, get ready to make a phone call to solve a problem

1. Prepare all the roles the session before
2. Draw a card to know your role.
3. Play the phone conversation : don't forget...
 - to introduce yourself
 - discussion : explain problem - agree - disagree - suggest solutions
 - find a solution : reach an agreement
 - polite ending

Language:

- Business English seen in class

Communication:

- Formal English

- Making an effort to be understood, rephrasing

<p>You work with your team in Toulouse. You work on a project with a team in Aberdeen, Scotland. There are some technical problems so you need to call them. The client is in Scotland.</p>	<p>You work with your team in Aberdeen, Scotland. You work on a project with a team in Toulouse. There are some technical problems so you need to call them. The client is in Scotland.</p>
<p style="text-align: center;">1A - Weather application</p> <p>You have already started working on the project (a weather) application for 2 months. You started coding and you got a message from the other team : the client changed his mind. The deadline is in one week. What part of the work can you keep ? What should you change/postpone ? Find a solution.</p>	<p style="text-align: center;">1B - Weather application</p> <p>You have been working on a weather application for 2 months. You know the other team have been working as well. The client just told you he wants something different which only affects the other team's work. The deadline is in one week. What part of the work should you keep/postpone ? Find a solution with the other team.</p>
<p style="text-align: center;">2A - Debugging</p> <p>You have been working on an application for oil drilling. You coded and tested and thought it worked. But the members of the other team say it doesn't work. You need to call them and find the problem.</p>	<p style="text-align: center;">2A - Debugging</p> <p>You have been working on an application for oil drilling. The members of the other team sent you their work telling you it is working but it doesn't seem to work. You call them to find the problem.</p>
<p style="text-align: center;">3A - Gaming Website</p> <p>You have been working on a website for a new gaming company. The client has no preference so you've created one page that you can scroll down (Think of other features) The other team has several pages and other features. You must find</p>	<p style="text-align: center;">3B - Gaming Website</p> <p>You have been working on a website for a new gaming company. The client has no preference so you've created several pages (Think of other features) The other team has one pages to scroll down and other features. You must find an</p>

an agreement.	agreement.
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Topic 1: Weather application

Specifications

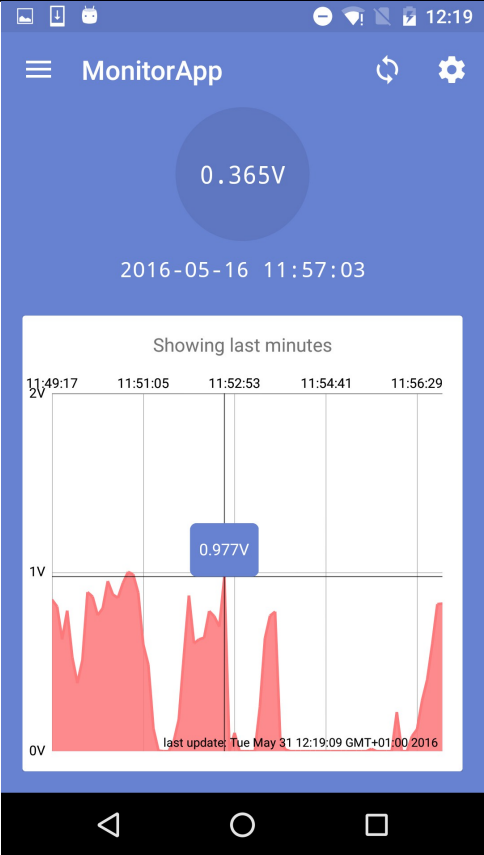
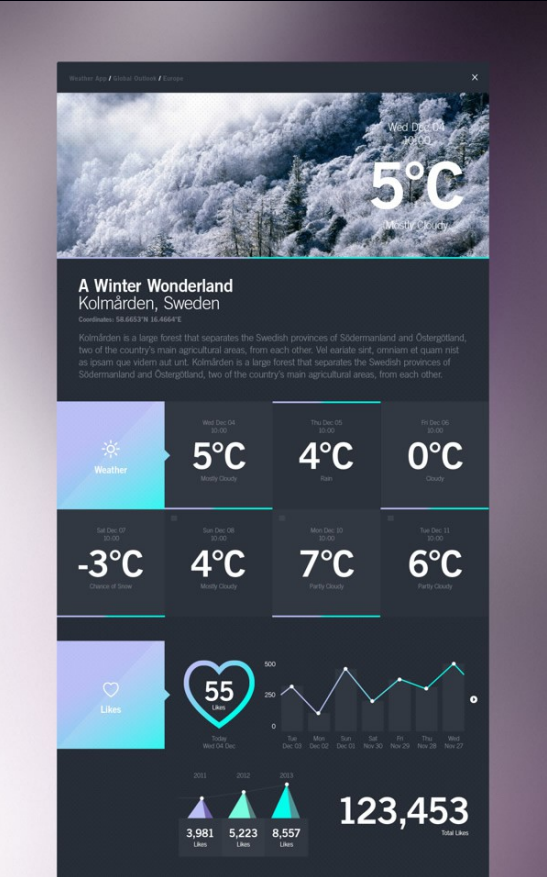
Functional specifications:

The app will sample data from several sensors: wind, pressure, temperature, the hours of sunshine, then transmit it to a remote client device. It will then connect to the board and display the data to the client. It will display the raw data and will also create charts, graphs, statistics with the data.

Technological specifications:

The dashboard should be implemented in two ways: as a mobile application and as a web application.

There must be graphs, data, pie charts, icons, etc...

Mobile application	Responsive Web application
	
Android	Html, css, php, javascript

Topic 2: Debugging

You work on windows. The application was coded in java.

Here are some of the messages you get when you launch the application:

```
Exo1.java:3: error: cannot find symbol
    x = 10;
    ^
  symbol:   variable x
  location: class Exo1
1 error
```

```
Exo2.java:4: error: reached end of file while parsing
    }
    ^
1 error
```

```
Exo7.java:4: error: bad operand types for binary operator '<='
    if (1 <= n <= 2) {
        ^
  first type:  boolean
  second type: int
1 error
```

Topic 3: Gaming website

These are examples that you can use. You can also choose a website that you like as long as it corresponds to the subject.

A3:

<https://designhong.wordpress.com/2013/08/12/arcane-saga-website/>

B3:

http://www.pogo.com/?pageSection=guest_header_home