

# GRADE UNIT

8

4



## Functions

- \* Following phone conversations
- \* Stating decisions taken at the time of speaking



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<b>Grade</b>	8.4
<b>Function</b>	Following phone conversations Stating decisions taken at the time speaking
<b>Skills</b>	Listening Speaking: Free speaking for lead in Listening: For specific information Writing genre: Outline, Audience : Peers, Purpose: Writing a phone conversation
<b>Duration</b>	25 mins.
<b>Materials required</b>	Track 1 for listening Pictures for lead in activity in Appendix A Text for listening activity in Appendix B Phone conversation template for writing activity in Appendix C
<b>Aims</b>	To follow a phone conversation To follow decisions taken at the moment of conversation.
<b>Procedures</b>	<ol style="list-style-type: none"> <li>1. The teacher asks the lead in questions in Appendix A.</li> <li>2. The teacher plays the listening track 1 and replays it if necessary.</li> <li>3. The teacher asks the students to listen to the phone conversation and tick the correct answer in Appendix B.</li> <li>4. The teacher asks the students to listen to the phone conversation again and fill the blanks with correct statements in Appendix B.</li> <li>5. The teacher asks the students to listen to the phone conversation again and match the statements with the correct titles in Appendix B.</li> <li>6. The teacher asks the students to use notes(*) and write a phone conversation in Appendix C.</li> </ol>



Appendix A

Lead in

Answer the questions.

\* How many different devices do people use to communicate? Which devices do you use most?



**Tablet**



**Mobile phone**



**Fax**



**Newspaper**



**Letter**



**Computer**



## Appendix B

A. Listen to the phone conversation. What are they talking about? Tick the correct answer.



- Asking someone for help    
  Job interview    
  Warning someone about something

B. Listen to the phone conversation again and fill in the blanks with correct statements.

Can you hold on a moment

Who is calling

How can I help you

Can you tell me when you will be here

Could I have your name please



**Caller** : Hello, this is Mandy. May I speak to Ms Lawrence, please?

**Receptionist** : I will check if she is in her office.

**Caller** : Thank you.

**Receptionist** : Yes, Ms. Lawrence is in. I will put you through. <sup>1</sup>.....?

**Caller** : This is Mandy Kensington.

**Receptionist** : <sup>2</sup>....., please?

**Caller** : Sure. I am waiting.

**Ms Lawrence** : Hello, this is Ms Lawrence. <sup>3</sup>.....?

**Caller** : I'm calling to ask about the position housekeeping supervisor at your hotel.

**Ms Lawrence** : Yes, the position is still open. <sup>4</sup>.....?

**Caller** : Certainly, my name is Mandy. I will spell it for you M-A-N-D-Y.

**Ms Lawrence** : OK. Mandy. <sup>5</sup>..... for job interview?

**Caller** : Is tomorrow 4 pm OK for you?

**Ms Lawrence** : I'll be at the meeting at 4. Alright I will call you again tomorrow morning to decide the time.

**Caller** : Ok then. Thank you.

**Ms Lawrence** : See you.

C. Listen to the phone conversation again and match the statements with the correct titles.

- |  |                                    |
|--|------------------------------------|
| <input type="radio"/> 1. Hello. This is Mandy.               | a. Telling the purpose of calling. |
| <input type="radio"/> 2. May I speak to Ms Lawrence, please? | b. Asking for a person.            |
| <input type="radio"/> 3. Hang on a minute!                   | c. If somebody is not there.       |
| <input type="radio"/> 4. Who is calling?                     | d. Asking who the caller is.       |
| <input type="radio"/> 5. I'm calling to ask about...         | e. Saying who you are.             |
| <input type="radio"/> 6. I will call you again.              | f. Asking the caller to wait.      |



Appendix C

D. Use the notes and write a phone conversation.

Secretary

.....

\* Answers the phone

.....

Molly

\* Says who he is and he wants to speak to Mr Robinson

Secretary

.....

\*Asks Molly to wait a moment and explains that Mr Robinson is not in and asks if there is a message

.....

Molly

\* Asks secretary to tell Mr Robinson to call her before 3 pm and leaves a phone number

Secretary

.....

\* Apologizes and asks Molly to repeat the number

.....

Molly

\* Repeats the number

Secretary

.....

\* Says thanks and goodbye

.....

Molly

\* Says goodbye





<b>Grade</b>	8.4
<b>Function</b>	Following phone conversations Stating decisions taken at the time speaking
<b>Skills</b>	Speaking Listening: For gist and for specific information Speaking: Focus on fluency
<b>Duration</b>	25 mins.
<b>Materials required</b>	Track 2 for listening Reminder table for listening activity in Appendix A Role play for speaking activity in appendix B
<b>Aims</b>	To make a simple phone call asking and responding to questions. To express decisions taken at the moment of conversation.
<b>Procedures</b>	<ol style="list-style-type: none"> <li>1. The teacher gives out the reminders in Appendix A and asks the students to listen to the phone conversations and fill in the missing part of the reminders.</li> <li>2. The teacher plays the track 2 and replays if it necessary.</li> <li>3. The teacher gives out the guidance of a phone conversation and asks the students to make a phone conversation with their partner in guidance of following steps in Appendix B.</li> </ol>



Appendix A

A. Listen to the phone conversations and fill in the missing parts of the reminders.



1

**To** :

**From** :

**Phone** :

**Message** :

2

**To** :

**From** :

**Phone** :

**Message** :



## Appendix B

B. Work in pairs. Student A is the receptionist. Student B is calling for booking a room. Make a phone conversation with your partner in guidance of following steps.

Step 1



**Answering  
phone**

Step 2



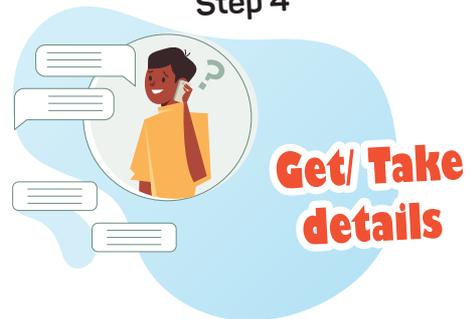
**Introducing  
yourself**

Step 3



**Explaining  
reasons to  
call**

Step 4



**Get/ Take  
details**

Step 5



**Taking the  
message**

Step 6



**Saying  
goodbye**



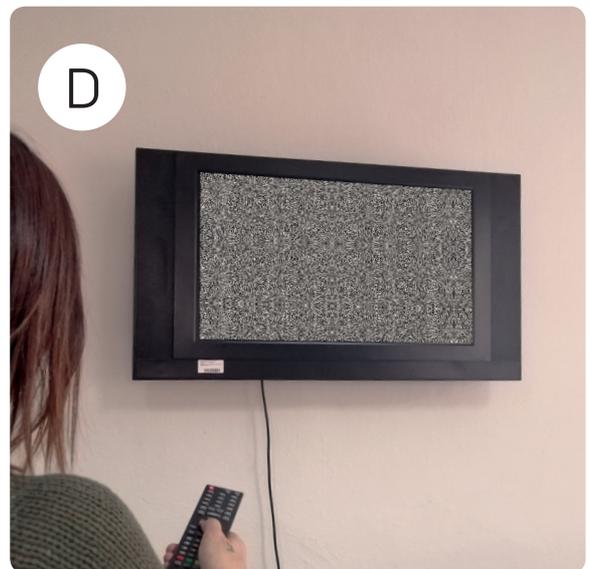
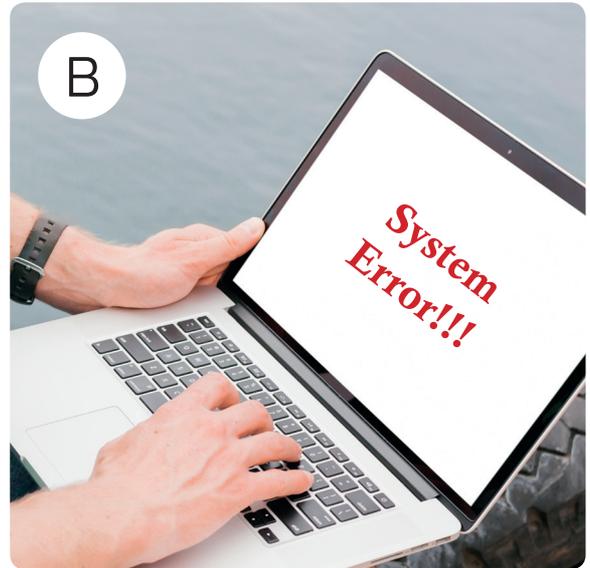
<b>Grade</b>	8.4
<b>Function</b>	Following phone conversations Stating decisions taken at the time speaking
<b>Skills</b>	Reading Speaking : Free speaking for lead in Reading sub-skill : Skimming
<b>Duration</b>	30 mins.
<b>Materials required</b>	Photos for speaking activity in Appendix A Dialogue for reading activity in Appendix B Cards for speaking activity in Appendix C
<b>Aims</b>	To understand a simple phone call asking and responding to questions. To understand phrases and related vocabulary items about phone conversations.
<b>Procedures</b>	<ol style="list-style-type: none"><li>1. The teacher asks the lead in questions in Appendix A.</li><li>2. The teacher asks the students to read the phone conversation and match the underlined words with their definitions in Appendix B.</li><li>3. The teacher asks the students to read the dialogue again and answer the comprehension questions.</li><li>4. The teacher asks the students to choose one of those cards and make their telephone conversations with their partners in Appendix C.</li></ol>

**Lead in**

Answer the questions.

Look at the photos below.

- \* What kind of problems do they have?
- \* What would you do in these situations?

**Appendix A**



Appendix B

A. Read the phone conversation and write the underlined words into the correct blanks. There is one extra.

Customer Service = (CS)



**CS** : Greatphone Customer Service. How can I help you?

**Gina** : Hello sir, I have problems with my line. Can you help me?

**CS** : Of course, Madam. What kind of problems do you have?

**Gina** : When I dial a number, it takes too much time to ring and the receiver doesn't see my call.

**CS** : What kind of a phone do you use? A landline or a cell phone?

**Gina** : A cell phone.

**CS** : Madam, I recommend you to shut down your mobile phone to reset. Then, try it one more time. If you have problem again, it will be better to go any Greatphone Service to check your line and phone.

**Gina** : I hope they will solve my problem.

**CS** : I hope so Madam. Is there anything else that I can do for you?

**Gina** : I will call you again if I have the same problem. Thank you.

- 1. a telephone connection :
- 2. turn off :
- 3. click on the numbers to call someone :
- 4. cordless phone :
- 5. the person answering a call :

B. Read the dialogue again and answer the questions.

1. Who is Gina talking to on the phone?  
.....

2. What's Gina's problem?  
.....

3. What does the CS suggest?  
.....



## Appendix C

C. Choose one of these cards and make your telephone conversations with your partner.

**Person A.1**

You are calling your friend Ahmet because you have a question about English homework.

**Person A.2**

You are Ahmet's mother. Ahmet is at the supermarket.

**Person B.1**

You are calling to make an appointment for a haircut on Sunday morning.

**Person B.2**

You work at a barber. Your store is closed on Sundays.

**Person C.1**

You are calling your friend Kerem to invite his family to your home for dinner next Saturday.

**Person C.2**

You are Kerem. You are going abroad with your family at the weekend.

**Person D.1**

You are calling your child's school because your child is sick and can't go to school today.

**Person D.2**

You are the officer at the elementary school.



<b>Grade</b>	8.4
<b>Function</b>	Following phone conversations Stating decisions taken at the time speaking
<b>Skills</b>	Writing Reading sub-skills : Scanning Writing genre: Outline, Dialogue, Audience : Peers, Purpose : Writing short and simple phone conversations
<b>Duration</b>	30 mins.
<b>Materials required</b>	Table for reading activity in Appendix A Ohone conversation template for writing activity in Appendix B
<b>Aims</b>	To write short and simple phone conversations. To state decision take at the time speaking
<b>Procedures</b>	<ol style="list-style-type: none"><li>1. The teacher ask the students to look at the table and tick the ones they use while talking on the phone in Appendix A.</li><li>2. The teacher asks the students to read the situation cards in Appendix B.</li><li>3. The teacher asks the students to write a phone conversation using the phrases in "Appendix A".</li></ol>



## Appendix A

A. Look at the table then tick the ones you use while talking on the phone.

### ANSWERING THE PHONE/INTRODUCING YOURSELF

---

- 'Hello.'
- 'Who's speaking?'
- Hello, this is ..... speaking.'
- ' ..... speaking, how may I help you?'
- 'Hello, John's phone.'
- This is ..... speaking.'

### ASKING FOR SOMEONE

---

- 'Could I speak to ..... please?'
- 'I would like to speak to .....

### PUTTING SOMEONE THROUGH

---

- 'I'll connect you'
- 'Hold on a minute.'
- 'Just a minute.'

### LEAVING A MESSAGE

---

- I'll ask him to ring you when ..... gets back.'
- 'Could you tell ..... that I called please?'
- 'Can I take your name and number please?'
- 'Can I leave a message please?'
- 'I'll tell ..... you called'

### SAYING GOODBYE

---

- 'Thank you for calling.'
- 'Have a good day.'
- 'Bye!'



Appendix B

B. Work in pairs. Read the situation cards and write a phone conversation using the phrases in Part A above.



Student A

You are a customer. You bought a pair of trainers last week but there is a problem with one of the pairs. You want to talk to the manager to express your complaint.

Student B

You are the secretary. You want to learn the name and phone number of the customer. You put the customer through to the manager.

 **Student A**

Hello.

Hi. This is ..... . Who is calling?

 **Student B**

.....

.....

.....

.....

.....

.....



## LISTENING - (Track 1)

### Appendix A

- Students' own answers.

### Appendix B

A. Listen to the phone conversation. What are they talking about? Tick the correct answer.

#### Track 1:

Caller: Hello, this is Mandy. May I speak to Ms Lawrence, please?

Receptionist: I will check if she is in her office.

Caller: Thank you.

Receptionist: Yes, Ms Lawrence is in. I will put you through. Who is calling?

Caller: This is Mandy Kensington.

Receptionist: Can you hold on a moment, please?

Caller: Sure. I am waiting.

Ms Lawrence: Hello, this is Ms Lawrence. How can I help you?

Caller: I'm calling to ask about the position housekeeping supervisor at your hotel.

Ms Lawrence: Yes, the position is still open. Could I have your name please?

Caller: Certainly, my name is Mandy. I will spell it for you M-A-N-D-Y.

Ms Lawrence: OK. Mandy. Can you tell me when you will be here for job interview?

Caller: Is tomorrow 4 pm OK for you?

Ms Lawrence: I'll be at the meeting at 4. All right, I will call you again tomorrow morning to decide the time.

Caller: Ok then. Thank you.

Ms Lawrence: See you.

✓ Job interview

B. Listen to the phone conversation again and fill in the blanks with correct statements.

1. Who is calling?

2. Can you hold on a moment?

3. How can I help you?

4. Could I have your name please?

5. Can you tell me when you will be here

C. Listen to the phone conversation again and match the statements with the correct titles.

1.e 2.b 3.f 4.d 5.a 6.c

### Appendix C

D. Use the notes and write a phone conversation.

- Students' own answers.

## SPEAKING - (Track 2)

A. Listen to the phone conversations and fill in the missing parts of the reminders.

#### Track 2:

1

Receptionist: Good afternoon, May I help you?

Ms Gill: Hello, I want to speak to Mr Jackson.

Receptionist: I'm sorry, Mr Jackson is in the meeting right now. Would you like to leave a message?

Ms Gill: Yes, please. This is Claire Gill manager of the City Car Center.

Receptionist: Ms Gill, Is it G-I-L-L?



Ms Gill: Yes, that's right. Please tell him to meet me at Alex's place and remind him to call me back.

Receptionist: I'll tell that as soon as possible.

Ms Gill: Thanks.

Receptionist: Have a nice day.

2.

Receptionist: Good afternoon, How can I help you?

Mr Grena: Hi, I want to speak to Ms Hiromi.

Receptionist: I'm afraid, She is on another line at the moment.

Mr Grena: I'm sorry. I can't hear you well. Could you speak up a little please?

Receptionist: She is not available right now, I'll connect you if you wait.

Mr Grena: Can I leave a message?

Receptionist: Sure.

Mr Grena: Please ask her to call me, my name is Nate Grena. We will have an urgent meeting at six pm.

Receptionist: I'll tell that Mr Grena.

Mr Grena: Thanks.

MESSAGE 1: This is Claire Gill, manager of the City Car Center. Meet me at the Alex's place and remind him to call me back.

MESSAGE 2: Call me, my name is Nate Grena. We will have an urgent meeting at six pm.

B. Work in pairs. Student A is the receptionist. Student B is calling for booking a room. Make a phone conversation with your partner in guidance of following steps.

- Students' own answers.

## READING

### Appendix A

- Students' own answers.

### Appendix B

A. Read the phone conversation and write the underlined words into the correct blanks. There is one extra.

1. line 2. shut down 3. dial 4. cell phone 5. receiver

B. Read the dialogue again and answer the questions.

1. To the customer service

2. When she dials a number, it takes too much time to ring and the receiver doesn't see her call.

3. To shut down the mobile phone to reset.

### Appendix C

C. Choose one of these cards and make your telephone conversations with your partner.

- Students' own answers.

## WRITING

### Appendix A

A. Look at the table then tick the ones you use while talking on the phone.

- Students' own answers.

### Appendix B

B. Work in pairs. Read the situation cards and write a phone conversation using the phrases in Part A above.

- Students' own answers.



## -----References-----

(2018) İngilizce Dersi Öğretim Programı (İlkokul ve Ortaokul 2, 3, 4, 5, 6, 7 ve 8. sınıflar). Ankara: MEB.

## ----- Visual References-----

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