



APPLYING SOFT SKILLS

Beginning ESL Literacy

Students listen to and confirm information in order to develop phone skills.

Lesson objectives:

- Develop phone skills
- Practice listening to and confirming information

Warm up

- Before class: write the lesson objectives on the board.
- Ask Ss: *Do you speak on the phone in English? If so, is speaking on the phone hard or easy?* Elicit answers from Ss such as *speaking on the phone is hard because you can't see the other person.*
- Divide the class into pairs. Ask Ss to sit back-to-back facing away from one another.
- Tell Ss to role play calling the businesses on the worksheet to ask for and confirm the address.
- Ss take turns acting out the conversation to confirm each address.
- Remind Ss to speak slowly, loudly and clearly.

Presentation

- Give each S a copy of the Activity Worksheet.
- Ask a S to volunteer. Model the first dialogue with the S a few times. Ensure Ss understand the vocabulary.

Evaluation

- Ss add the completed Activity Worksheet 5A to their Career Portfolio.



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Name: _____

Read the conversation. Practice the conversation using the addresses below.

A: Hello. This is Number One Pizza.

B: Hello. What is your address?

A: Our address is 562 Main Street Miami, FL 33126.

B: Can you repeat that please?

A: 562 Main Street Miami, FL 33126.

B: 562 Main Street Miami, FL 33126. Is that correct?

A: Yes, that's correct.

B: Thank you. Goodbye.

A: Goodbye.

1. Number One Pizza
562 Main Street
Miami, FL 33126
2. Hotel Houston
130 White Avenue
Houston, TX 77010
3. Sally's Car Repair
1098 Washington Boulevard
Sacramento, CA 95834