11. Phone call

Have you ever... had a difficult phone call?

Show:
phone, school, trip, paper, teacher, sign, museum

Play film 1 and repeat the words
Extra word: science

Ask
Do you use the phone a lot? (Why / Why not?)
Do you speak English on the phone? (Why?)
Who do you like to talk to on the phone?
What kind of calls do you get in English?

Play film 2

Ask
Why did Ayesha answer the phone? [No one else is home.]
Who was calling? [Parkfield school.]
What is the problem? [The woman talks too quickly.]

Play film 2 again

Pause and discuss

Ask
What should Ayesha do?
What could she say in English?
Has this happened to you? (When? What happened)
Ask
What did Ayesha say to make the woman slow down? ['Sorry. My English is not good.' 'Please, slow down. Could you say that again?] What other questions did she ask? [What do you want?] Why did the school call her? [There is a school trip for Mariam.] What does Ayesha have to do? [Sign a paper.] How did Ayesha check this information? [She asked 'you want me to sign the paper?']

Play film 3 again
Pause and discuss

Ask
What do you do if you can’t understand someone on the phone? Why is it harder to understand people on the phone? Do you get phone calls from your children’s schools? (What about?) Is it easy to talk to your children’s teachers? (Why / Why not?) Do you get any calls that annoy you? (Who from?)

Ask and check
Can you now … • use some new words to do with schools? • get basic information on the phone? • ask people to slow down and say things again?

Extra

Acting

Card game

Draw other school and phone words e.g. classroom, blackboard, school gate, homework, holidays, smartphone, charger, computer, tablet, library