

Communicative worksheet

Phoning about an order

1 Ask students to look at the first pair of pictures on the picture story worksheet.

Ask:

What did Joe order? What did Amazing Pets send him? How does Joe feel? What does he say on the phone?

Elicit ideas from students. Then move on to the other two situations and elicit ideas and vocabulary from the class. You may need to pre-teach *goldfish, snake and costume*.

2 Divide the class into pairs and hand out the Student cards. Ask students to put the words in order to make expressions for phoning about an order and check their answers in pairs.

Answers

For Student A

- 1 I'm calling about an order for a pet.
- 2 Can I put you on hold for a moment?
- 3 Would you like to order a different product?
- 4 Is that B as in Beta?

For Student B

- 1 Is there anything else I can help you with?
- 2 Would you like to cancel the order?
- 3 Can I help you?
- 4 Would you like confirmation by email?

3 Ask pairs to prepare expressions that they could use in their telephone conversation for the first situation.

With a strong class, ask students to improvise the conversation in pairs.

With a weaker class, ask students to work in pairs to prepare and write a conversation before acting out.

Ask fast finishers to prepare and act out the next two conversations. Very fast finishers could invent their own fourth situation and act that out.

4 Ask some pairs to act out one of their improvised or prepared conversations for the class. To create a task for the class, write the following questions on the board and ask students to listen and find the answers:

- 1 Which situation are they discussing?
- 2 What solution do they find?

5 Personalise

Ask students to describe a situation where they ordered something and it was wrongly delivered or damaged or lost. Ask them to tell the class about it.

6 Writing

Ask students to write the story of what happened in one of the situations on the picture worksheet.