

<p>(1a) You have an appointment tomorrow with your dentist, Dr. White, at 8 am. Call his office and try to reschedule your appointment to next week.</p> <p>You are free next week on Thursday and Friday in the early morning.</p>	<p>(1b) You are a receptionist at a dentist’s office. Dr. White, the dentist, is busy all this week. Next week she is free on Wednesday afternoon (3-5pm) and next Friday morning (8-10am). You will soon receive a phone call.</p> <p><u>Note:</u> your office charges \$40 for canceling appointments without 24 hours notice.</p>
<p>(2a) You need a teacher to teach business English in your company. You have decided to phone a man named “Ken”, whose name you found in an ad in a local newspaper. Call Ken. Ask about: his experience, pricing, availability, teaching style, etc. Try to decide if you want to hire him.</p>	<p>(2b) Your name is Ken. You have decided to become an English teacher. You have no experience but English is your native language. You need students. Your phone will ring soon.</p>
<p>(3a) You are a young adult. Tomorrow, you will have friends over for a turkey dinner. You have bought a 20-pound (9kg) turkey, but you have no idea how to prepare it. Call your parents for help.</p>	<p>(3b) It’s holiday time. One of your wonderful children will call you soon for help.</p>
<p>(4a) You want to take your wife/husband on a trip this weekend. First, decide where you want to go. Then, phone your travel agent to reserve a plane ticket and hotel. Also: ask for recommendations of things to do there.</p>	<p>(4b) You are a travel agent. Try to sell Student A one of the following travel packages: <u>Option 1:</u> roundtrip, first class, \$950. Hotel: Hyatt, \$250/night, ***** <u>Option 2:</u> roundtrip, economy class, \$310. Hotel: Bob’s Inn, \$99/night, ***</p>
<p>(5a) You are a recruiter for a headhunting company. You’d like to recruit Student B, a senior accountant, for a position at another company. Call and ask if he/she is satisfied with his/her job. Try to get him/her to have lunch with you to discuss your offer.</p>	<p>(5b) You are a senior accountant. You have been with your company for 15 years. Soon your phone will ring.</p>
<p>(6a) You are a web-designer. You need new clients. Marciano’s, an Italian restaurant, has a</p>	<p>(6b) You are a manager of an Italian restaurant, Marciano’s.</p>

<p>horrible website. Call the restaurant, ask for the manager/owner, and introduce yourself. Explain why the company needs a good website. Set-up a meeting where you can present a sample of a new design.</p>	<p>Your restaurant is not doing too well. You need more customers. Your restaurant is nearly bankrupt.</p>
<p>(7a) You have just moved to a new home. You would like to have Internet access in your home, so you need to call an Internet Service Provider (ISP). Prepare a list of questions to ask the salesperson of an ISP.</p> <p>Call Speedy Internet and ask your questions. If you feel that their offer is suitable, sign up for the service.</p> <p>Your personal information is: Joseph Bednarczyk, 307 Vaughan St., Toronto, Ontario, M5P 1G7. Your telephone number is 416-778-5566.</p>	<p>(7b) You are a salesperson for Speedy Internet Services. Prepare a list of 5-8 points about the Internet service you provide that you can tell callers (packages, prices, installation fees, equipment costs, etc.).</p> <p>Answer the phone with a professional greeting. Answer the caller's questions. Get the customer to sign-up for the service. Use at least one telephone strategy to clarify information.</p>
<p>(8a) You are interested in taking a writing course at Lakeside College.</p> <p>First, think of questions you want to ask about the course and school. Then, when ready, call the college to get information. Your name is Rudolph McDougall, and you live at 85 McClearly Lane, North York, M4N 3G7. Your telephone number is 647-735-1259</p>	<p>(8b) You are a receptionist at Lakeside College. Your college offers a variety of courses. One of your most popular courses is its writing course. Prepare a list of 5-8 points about the writing course that you can tell callers (hours, price, course content).</p> <p>Answer the phone with a professional greeting. Answer the caller's questions. Get the customer to sign up for the course. Use at least one telephone strategy to clarify information.</p>
<p>(9a) You have just moved to a new city. You have a dental problem. You have found the name of a dental clinic called York Dental on the Internet. It has good reviews, so you would like to call there to make a reservation.</p> <p>First, prepare some information about your dental problem. Also, think of some questions to ask the clinic. Try to make an appointment that</p>	<p>(9b) You are a receptionist for York Dental. Your main duty is to schedule appointments. Prepare a list of 5-8 points about your clinic (location, cost, hours, dentist's names.).</p> <p>Answer the phone with a professional greeting. Answer the caller's questions. Try to schedule an appointment. Use at least one telephone strategy to clarify information.</p>

<p>suits your busy schedule.</p> <p>Your personal information is: Zach Galifaianakis, 307 Jacobs Quay. Mississauga, Ontario, M5P 1G7. Your telephone number is 416-778-5566.</p>	
<p>(10a) You have an account with a bank called SmartBank. Soon, you will get a phone call.</p>	<p>(10b) You are a criminal. Call the other student and pretend to be an employee of `SmartBank.' Tell them there has been a problem at the bank, so all customer PIN codes must be reset. Try to get his/her bank card number & PIN.</p>
<p>(11a) You are a parent. Your son, Billy, has a new friend named Jimmy. Since Billy met Jimmy, he has become a bad kid. He swears a lot, he doesn't listen, and you suspect that he is smoking cigarettes. Call Jimmy's house and tell his parents that you don't want your son to see him anymore.</p>	<p>(11b) You are a parent. Your son, Jimmy, has a new friend named Billy. Since Jimmy met Billy, he has become a bad kid. He swears a lot, he doesn't listen, and you suspect that he is smoking cigarettes. Soon, your phone will ring.</p>

For Teacher's Use:

I. Interacting with Others

	Yes	Somewhat	No
Answers the phone with appropriate greeting			
Uses a strategy/strategies to confirm information			
Closes conversation using an appropriate expression			
Is polite and has appropriate tone			

II. Sharing Information

	Yes	Somewhat	No
Provides necessary information			
Asks relevant questions			
Speaks clearly / Is understandable			
Accuracy (grammar, word choice)			