



Unit Three:
Calling work
Part 2 (3/27/21)
GECO LEVEL C

By: Marie & Tem

Gonzaga University MTESL

Agenda

Warm-up (student talk on special dish)

Complete activity from last week (edit a response and practice phone calls)

Role Play

Telephone language matching game

Reminder/Homework

Warm up

Share your “special food”

Warm up: Students presentation

Practice writing emails & making phone calls

Dear Mr. Fields,

I am writing to let you know I will be unable to come to work today due to my sickness. I have asked Vincent to cover my shift. I have a doctor's appointment this afternoon and plan to be back tomorrow if I'm well. I can be reached by text in the meantime.

I will see you the day after tomorrow.

Sincerely,

Amanda Andrews

Task 1: Edit your response from last week

Task 2: Practice making phone calls

Group 1's Response

Hi Amanda,

Thank you for contacting me and sending me an email. I am sorry you are not feeling well today. Let me know if you need anything and how the doctor's appointment goes. Don't worry about the project, I will contact Vincent if I have any questions.

Get well soon, sincerely,

Mr. Fields

Group 2's Response

Hi Ms. Andrews,
Thanks for letting me know that Vincent will be covering for you at work today. You're in good hands so you don't have to worry about your tasks. Thanks for letting me know. I hope you feel better and I will see you at work the day after tomorrow. Please bring your doctor's note to give to HR.

See you soon,
Mr. Fields

Group 3's Response

Dear Amanda,

Thank you for letting me know about your sickness. Good to know that Vincent is covering your shift, and I will take care of the rest. Please keep in touch about the situation. I hope you feel better.

Regards,

Fred Fields

Group 3's Response

Dear Amanda,

I am worried about you but I wish you feel better tomorrow. Don't worry about your job, all will be fine, take care of yourself.

Thank you for informing me,

Mr. Fields

P.S looking forward to hearing from you soon.

Telephone language matching

Hello, Can I speak ... The Housing department

Could you put me through.... Jack Johnson please?

Wait a moment, I'll.... Put you through.

May I ask... who's calling?

I'm sorry... he is out at the moment.

This is Stacy Smith... Calling, is Hannah there?

Could you tell her.... To call me back, please?

Can I take... a message?

No, that's alright. I'll just... call back in an hour

ABC office, how may... help you?

- a. who's calling?
- b. a message?
- c. he is out at the moment.
- d. Jack Johnson please?
- e. Calling. Is Hannah there?
- f. I help you?
- g. Call back in an hour
- h. Put you through.
- i. To call me back, please?
- j. The Housing department?

Bonus questions:

Which ones are caller's and receiver's message?

Caller:

Receiver:

Telephone language matching Answers

Hello, Can I speak ... **The Housing department**

Could you put me through.... **Jack Johnson please?**

Wait a moment, I'll.... **Put you through.**

May I ask... **who's calling?**

I'm sorry... **he is out at the movement.**

This is Stacy Smith... **Calling. Is Hannah there?**

Could you tell her.... **To call me back, please?**

Can I take... **a message?**

No, that's alright. I'll just... **call back in an hour**

ABC office, how may... **I help you?**

- a. who's calling?
- b. a message?
- c. he is out at the movement.
- d. Jack Johnson please?
- e. Calling. Is Hannah there?
- f. I help you?
- g. Call back in an hour
- h. Put you through.
- i. To call me back, please?
- j. The Housing department?

Bonus questions:

Which ones are caller's and receiver's message?

Caller:

Receiver:

Role play

Student A:

Call your boss that you are going to be late for work today.

*Make sure to include your reason.

If your boss is not there, leave a message.

Student B:

Answer the phone.

Tell student A that boss is in a meeting and offer to take a message.

Confirm that message is correct.

*After role play, discuss how you would leave a voice message if no one picks up the phone and practice voice recording with a partner!

Homework



The use of Adverb of time and Adverb of place

Direct speech	Indirect speech
<p>Today Gerard said, "I will go to your house today."</p>	<p>That day Gerard said that he would go to my house that day.</p>
<p>Yesterday Gerry said, "I did an English project yesterday."</p>	<p>The day before Gerry said that he had done an English project the day before.</p>
<p>Tomorrow Rosie said, "Richard will share his lunch tomorrow."</p>	<p>The next day Rosie said that Richard would share his lunch the next day.</p>
<p>Here Mom said, "I put your clothes here."</p>	<p>There Mom said that she had put my clothes there.</p>
<p>This month Mr. Martin said, "You are winning the brightest student this month."</p>	<p>That month Mr. Martin said that I was winning the brightest student that month.</p>

Simple Past Tense

DIRECT SPEECH

“He worked at the bank”

INDIRECT SPEECH

She said that he had worked at the bank

Change the VERB, from VERB 2 into HAVE/HAD + VERB

Past Continuous Tense

DIRECT SPEECH

“He **was visiting** the Bahamas
when Covid 19 hit”

INDIRECT SPEECH

She said that he **had been visiting**
the Bahamas when Covid 19 hit

**Change the VERB, from WAS/WERE +
VERB-ing
Into HAVE/HAD BEEN + VERB-ing**

Simple Future Tense

DIRECT SPEECH

“He will have his graduation on the 14th”

INDIRECT SPEECH

She said that he would have his graduation on the 14th

From WILL transforms into WOULD

People said that his boss _____ the best boss in that company.

was

is

were

are

People said that his boss was the best boss in that company.

The chef said that he _____ cook the best dish for the manager that night that's why i made the reservation.

has

will

would

must

The chef said that he would cook the best dish for the manager that night that's why i made the reservation.

Sierra said that she put the paylips _____

those

there

here

that

Sierra said that she put the paylips there/here.

Kyle said that she _____ the project when her parents came.

were doing

was doing

will doing

must doing

Kyle said that she was doing the project when her parents came.

Topan said that his main reasons for calling in work _____ his sick daughter and his broken car.

was

is

were

are

Topan said that his main reasons for calling in work are his sick daughter and his broken car.

They said that they would visit their grandparents _____.

these month

last month

that month

this month

They said that they would visit their grandparents that month

direct speech

indirect speech

simple
present

She said 'I am happy'

She said that she
was happy

present
continuous

He said, 'I am reading
a book'

He said he was
reading a book

simple
past

She said, 'Meagan
arrived on Tuesday'

She said that Meagan
had arrived on Tuesday.

past
continuous

They said, 'We were
living in Paris'

They said they had
been living in Paris