

Using the Yellow Pages

Age Group: Young Adults/ Adults

Level: Entry 3

Time: 1 hour (more if you opt to do the speaking practise)

Skill focus: Finding workers to repair your home.

Sub skills: Alphabetical order,

Materials: Worksheets, a copy of The Yellow Pages for each student.

Curriculum References: Rt/E3.7a (Scan Read) Rt/E3.5a (Locate Info)

1. Asks students if they have ever had any problems with the workings of their houses, such as leaks, broken pipes, smashed windows, faulty electrics. Ask them who repaired the problem. Open up a discussion about things that can go wrong in houses. You might like to give some anecdotal evidence about something that happened to you.
2. Students work through the first worksheet in preparation for using the yellow pages. They will need to be aware of the names of certain trades-people. Answers as follows:-

1.	2.	3.	4.	5.	6.	7.	8.	9.	10
E	F	B	H	G	C	I	A	J	D

3. Students now fill in the worksheet as they look through the Yellow Pages or scan pages at www.yell.co.uk. Make sure they are aware that it is in alphabetical order and that they can use the index to help them. Help students as they flick through the pages and have them compare answers with each other.
4. You might like to use the dialogue as a prompt for student dialogues, with one taking the role of the workman and the other the customer. You could also give them prompts for different problems.

CS 21.01.04

Jobs

Match the person with their job.

Person	Their job
1. A glazier	a) Checks and fixes fridges
2. A plumber	b) Puts plaster on walls
3. A plasterer	c) Fixes and checks locks
4. An electrician	d) Finds people jobs
5. An insurance Salesman	e) Fixes windows
6. A locksmith	f) Repairs water pipes
7. A mechanic	g) Sells insurance
8. A refrigerator Engineer	h) Checks and fixes electrics
9. A landlord	i) Checks and fixes cars
10. A recruitment consultant	j) Rents out houses

1.	2.	3.	4.	5.	6.	7.	8.	9.	10

Yellow Pages.

Use the yellow pages, or www.yell.co.uk, to find out the names of businesses or people who can help you with your problems.

Problem	Name of company or person to call:	Telephone Number
1. You want to learn how to drive.		
2. The lock on your front door is broken.		
3. The window in your bedroom is smashed.		
4. Your car needs an MOT.		
5. You need to get some car insurance.		
6. The water pipes in your kitchen are broken.		
7. You want to learn how to use a computer.		
8. Your fridge is broken.		
9. You want to book a table at a restaurant		
10. You want to know the latest time of a film tonight.		
11. You want to rent a new flat or house		

Telephoning to get some help.

You	Mr Fix Anything.
Hello	Hello
Can you help me? I've got a smashed window. Can you repair it for me?	Ok, when do you want me to come?
Today please.	I'm sorry mate I'm busy all day today. I could come this evening.
Okay. What time?	After six. What's your address?
434 Main Street, Leeds	..and your phone number?
077435343434	Ok. What's your name?
Mr Brown	I'll be there after six then Mr Brown. Goodbye.
Goodbye.	