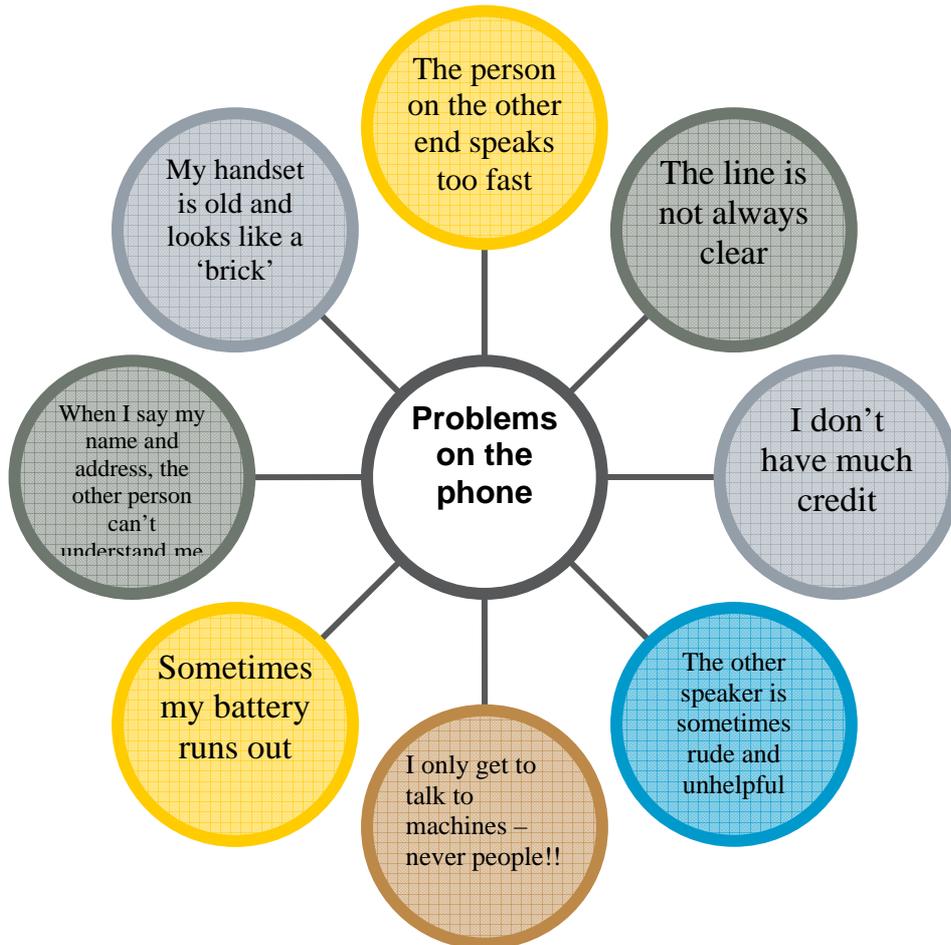


Andrew Drummond

Spelling your name and address on the phone

1. Speaking on the phone is not easy. Look at the circles and tick any communication problems you have on the phone. Cross any you think are not communication problems.
2. Ask you partner which problems he/she ticked. Do you have the same difficulties?



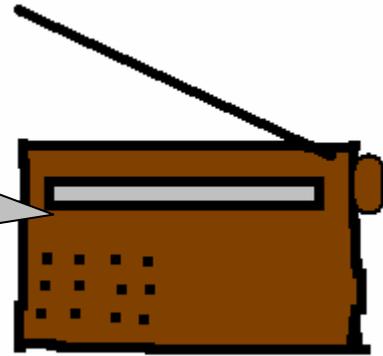
3. When you are on the phone and you need to spell your name and address, these letters can be confusing for the listener. Which letters do they get confused with?

A B C D E F G H K L M N O P Q R S T U V W X Y Z

P	Gets confused with.....	
S		
D		
M		
G		

4. In the past when armies used radios they had similar communication problems so they invented an alphabet which guaranteed both people understood the message. Listen to your teacher read each word. Can you add the last letter to complete each word correctly?

Alph_ Brav_ Sierr_ X-ra_ Whiske_ Zul_ Rome_
 Charli_ Delt_ Gol_ Hote_ Indi_ Julie_ Kil_ Lim_
 Novembe_ Osca_ Pap_ Quebe_
 Ech_ Tang_ Foxtro_ Unifor_ Mik_ Victo_ Yanke_



5. For reference, please copy the word next to the correct letter in the table. You can keep this table and use it when you are going to make a difficult phone call.

A		N	
B		O	
C		P	
D		Q	
E		R	
F		S	
G		T	
H		U	
I		V	
J		W	
K		X	
L		Y	
M		Z	

Extra Activity:

Read each word with your partner and mark the word stress. **Alpha**, **Bravo**, etc.

6. Does anyone know why some of these cells are darker? Does your partner know? OK, ask your teacher ☺

7. Practise sending messages to each other on the radio. Write down what you want to say. Tell your partner and let him/her write it down. Now listen to your partners message and write it down.

Please go to the shop
and get me some *papa*
alpha papa echo romeo

He wants me to go to
the shops and get him
some paper.

8. Have a look at this conversation between a student and a person on a travel information service. Complete the conversation with your name and address spelled out letter by letter.

Travel Advisor: Hello can I help you?

You: I am traveling to London soon and I was wondering if you could send me a tube map.

Travel Advisor: Certainly. Can I have your name please?

You: _____

Travel Advisor: And the address?

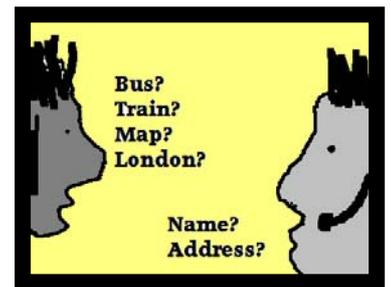
You: _____

Travel Advisor: And post code?

You: _____

Travel Advisor: Thanks a lot. Your map will be posted to you

You: Thanks a lot



Calling for
a tube map

9. Now practice together. Take turns at each role in the conversation
10. Do you live in the UK? Got any credit on your phone? Make the call to London Travel and Transport Information on 0207 222 1234. Good luck!!!