

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?



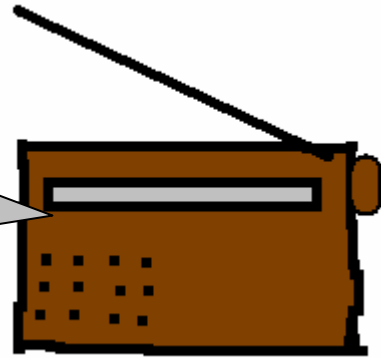
3. When you are on the phone and you need to spell your name and address, these letters can be confusing for the listener. Which letters do they get confused with?

*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!!!