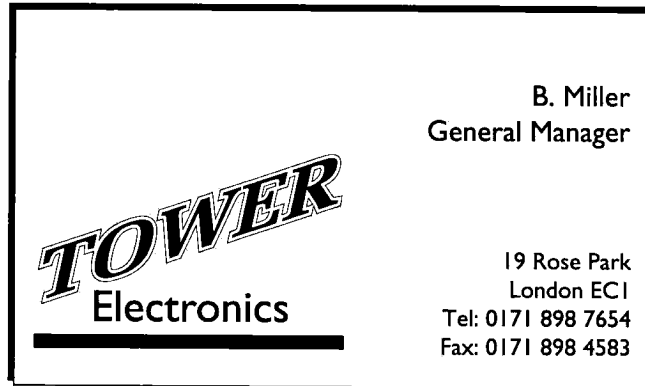


3b

Telephone enquiries

Customer



Credit card company

EUREX CUSTOMER ENQUIRY FORM

First name

Surname

Age  years Married  YES  NO

Job

Employer

Daytime telephone no.



Teacher's Notes

Telephone enquiries Worksheet 3b

Note: This worksheet is not linked to the activity on Worksheet 3a

**ACTIVITY**

Pairwork: speaking

**AIM**

To role play a telephone conversation between an employee at a credit card company and a potential new customer.

**GRAMMAR AND FUNCTIONS**

Present simple questions  
Telephone enquiries

**VOCABULARY**

*credit card, job, employer, daytime telephone number*

**PREPARATION**

Make one copy of the worksheet for each student and cut it in two as indicated. Discard half of the Customer section. You should then have a copy of the Credit card company section for each student, and a copy of the Customer section for one student in each pair.

**TIME**

20 to 25 minutes

**PROCEDURE**

- 1 Tell the students they are going to practise a telephone conversation.
- 2 Write the following on the board:

A: Certainly.  
B: Eux. Good morning. Can I help you?  
C: Yes. Can you send me some information about your credit card?

- 3 Ask the students to reorder the lines to make a telephone conversation (B, C, A).
- 4 Drill the lines of the conversation for pronunciation.
- 5 Put the students in pairs to practise the dialogue.
- 6 Give out the copies of the Credit card company section - one to each student. Allow a couple of minutes for reading.
- 7 Elicit or present the questions for each entry in the form: *Can I have (or What's) your surname? And your first name? How old are you? Are you married? What's your job? Who do you work for? What's your telephone number?* Drill each question as you elicit it.
- 8 Set up the situation. One student works at a credit card company, the other is a new customer. The customer is going to ring up and the credit card company employee is going to ask some questions.
- 9 Put the students in pairs.
- 10 Give one student in each pair a copy of the Customer section of the worksheet.
- 11 Explain the task. The customer has most of the answers to the questions on the business card but will have to invent some things: first name, age and marital status. The credit card company employee has to ask the necessary questions and fill in the form.
- 12 Ask them to role play the conversation.
- 13 When they have finished, get them to check their answers.