



# 30 Communication Workshops



## Writing

### Before you start

1 Copy and complete the notes about Vancouver with this information.

ice hockey, Gallery of Tribal Art, Pacific coast, skiing, original name – Gas Town, Vancouver Aquarium, 500,000

## VANCOUVER (CANADA)

### 1: INTRODUCTION/HISTORY: Vancouver

located: British Columbia / .....  
 general: multicultural / picturesque location  
 population: over .....  
 history: established 1862 .....

### 2: THINGS TO SEE:

places to visit: Stanley Park / ..... / Van Dusen Botanical Gardens / .....  
 landscape: coast / forest / mountains

### 3: THINGS TO DO:

sports: sailing / ..... / .....  
 tourism: Rocky Mountains / S. Vancouver Island  
 going out: international cuisine / Chinatown

2 Match the information below with the links in blue in the notes.

- a It is an island off the Pacific coast of Canada. It is a popular retirement area. Size: 32,137 sq km.
- b A province in western Canada. The economy is based on agriculture, mining, fishing and tourism.
- c 1,000 acres in central Vancouver with beautiful trees, gardens and also a zoo and an aquarium.

## An Internet Page

Write an Internet page for your city, town or area. Follow the stages below and use Writing Help 5 on page 140.

### Stage 1

Write notes in three paragraphs for your Internet page, like the example. Add three 'links' with extra information.

### Stage 2

Use your notes to write key sentences for each paragraph.

#### Example

*Vancouver is an attractive city located in British Columbia, on the Pacific coast of Canada.*

### Stage 3

Write your description. Underline your 'links' or write them in a different colour.

### Stage 4

Check your writing.

## Talkback

Work in groups. Look at the other web pages. Ask for and give information about the 'links'.

#### Example

- A *I'd like more information about 'going out'.*
- B *Well, there are some cinemas and there are ...*

## Listening

### Phone Calls

Listen to two phone calls.

1 Listen to two phone calls and write down the messages.

1 From \_\_\_\_\_  
 Phone No. \_\_\_\_\_  
 About \_\_\_\_\_

2 From \_\_\_\_\_  
 Meet on \_\_\_\_\_ night at  
 \_\_\_\_\_ o'clock at Carol's house  
 Address \_\_\_\_\_

2 Listen again and complete the Function File.

FUNCTION FILE

## Telephoning

### Formal

- A Good morning. Richard's Antiques.  
 1 Can I help you?
- B Yes, 2 \_\_\_\_\_ Mrs Richards, please?
- A 3 \_\_\_\_\_, please.  
 4 \_\_\_\_\_ she's in a meeting ...  
 5 \_\_\_\_\_ a message?  
 Sorry, 6 \_\_\_\_\_, please?  
 OK, 7 \_\_\_\_\_ the message.
- B Thank you 8 \_\_\_\_\_ . Goodbye.

### Informal

- C 9 Hello \_\_\_\_\_, 973273.
- D Hi, it's Mandy. 10 \_\_\_\_\_ Lucy, please?
- C 11 \_\_\_\_\_, I'll check.  
 Sorry Mandy. 12 \_\_\_\_\_.
- D 13 \_\_\_\_\_ her a message, Mark?
- C Hang on, 14 \_\_\_\_\_ ?  
 Right, 15 \_\_\_\_\_.
- D 16 \_\_\_\_\_ . Bye!

3 Pronunciation Listen and repeat some of the expressions from the Function File.

4 Now listen to Lucy talking to Mandy. Are these statements true (T) or false (F)?

- 1  Lucy can't go at eight o'clock because she has a piano lesson.
- 2  She can get to Carol's house by about nine o'clock.
- 3  Her friends want to leave at a quarter past eight.
- 4  They arrange to meet outside the concert hall.
- 5  They arrange to meet at half past nine.

## Speaking

### Before you start

Read the Strategies.

### SPEAKING STRATEGIES: Telephoning

- Before phoning, always think about what you are going to say.
- When you don't understand, ask the other person to repeat.
- When you leave a message, speak clearly and spell difficult names.
- To finish the call, do not say goodbye directly. Say something else first (e.g. *Well, thank you very much*).

## Formal and Informal Phone Calls

Act out phone calls.

Work in pairs. Use the Strategies and roleplay the four situations below. First decide which are formal and which are informal.

Student A	Student B
1 You phone your friend, Hana. You want to meet her: where? what time? why?	1 You are Hana's brother or sister. She is out. Answer the phone and take a message.
2 You work in a computer repair shop. Your boss is Mr Clark. He is not in the shop. Answer the phone and take a message.	2 You phone a computer repair shop. You want to speak to Mr Clark about your broken computer. Leave your name and phone number.
3 You are Brian's mother or father. He is out. Answer the phone and take a message.	3 You phone your friend, Brian. You want to meet him: where? what time? why?
4 You phone about an advert for guitar lessons. You want to speak to Jo Sykes. Leave your name and phone number.	4 Jo Sykes gives guitar lessons. You are Jo's wife or husband. Answer the phone and take a message.

## Talkback

Make two more phone calls.

- 1 Student A: you are Brian (3 above). Phone your friend (Student B) about his/her message.
- 2 Student B: you are Hana (1 above). Phone your friend (Student A) about his/her message.