

## Telephone, email and face to face error correction pairwork

### Student A

*Without showing your worksheets to each other, try to find differences between your sentences, choose which version is correct, and correct the wrong version each time until both are the same (and both right). There are many kinds of errors, not just grammar mistakes, including some which are sometimes correct but not in this situation.*

#### Useful phrases for doing the activity

“Sorry, can you say that again (more slowly)?”

“Sorry, can you repeat the first part/ middle part/ last word/... part/... word (more slowly)?”

“Sorry, did you say... (or...)?”

“Mine says... (and yours says...) (So, the difference is...)”

“I think mine/ yours is wrong because...”

“I’m sure mine/ yours is correct because...”

### Stage 1: Making arrangements on the telephone

A: Good morning. ABC Insurance. Underwriting Department. Alex Case speaking. Can I help you?

B: Hi Alex. This is John. John Smith, from the Planning Department.

A: Oh, hi John. How’s it going? How was your holiday?

B: Pretty well, thanks. Went back to my hometown and caught up with some old friends. What about you? Did you do anything for Easter?

A: Nothing special, just ate too much chocolate. So, what can I do for you today?

B: I’m phoning about I’d like to meet to talk about how our project is going. Can I come to your office in the next couple of weeks for an update?

A: Of course. Good idea. When are you available?

B: Are you free in Monday the tenth of June?

A: I’m sorry but I will fly to New York on that day. How about Wednesday the twelfth?

B: Yes, that works for me. What time is good to you?

A: The morning is best if you are possible.

B: Shall we make it ten a.m.?

A: That’s perfect. So that’s Wed the twelfth of June at my office. So, can I help you with anything else?

B: No, that’s all, thanks. I look forward to see you on the twelfth. I’ll send you an agenda on Monday.

A: Great. See you then. Bye.

B: Bye.

*Hint: Student A and Student B should make the same number of changes (8 corrections each).*

*Check your answers as a class by reading out the corrected version.*

*Do the same for the emails and then face to face conversation below.*

## Stage 2: Emails sending the meeting agenda

Hi Alex Case

Hope you had a good weekend.

I'm writing about our meeting next month. Please look at the agenda for the meeting attached. Please let me know if anything needs adding or changing.

Looking forward to hearing from you.

All the best  
John Smith

-----  
Hi John

Thanks for sending me the agenda for our meeting.

It all looks very suitable and useful to discuss, but please add some time for AOB at the end. This is because I'm sure there will be some other minor things to discuss.

Thanks for your cooperation.

Best wish  
Alex

## Stage 3: Starting the face-to-face meeting

B: Hi Alex. Great to meet you again. Thanks for agreeing to see me.

A: Hi John. Great to see you too. Thanks for coming all this way. How was your journey?

B: Not too much bad. The food wasn't great, but I managed to sleep. It's a nice office, and a great view!

A: Thanks. I moved here from our other Tokyo office last year, and I prefer this place. Is this your first time in Tokyo?

B: Well, I came here when I was backpacking in my gap year, but I've never been on business and I'm sure it has changed a lot since then. Please recommend some things to do while I'm here.

A: Of course, I love to, but maybe later. We have to leave this room by eleven, so shall we get down to business, if you don't mind?

B: Good idea. Let's do that.

A: So, as you know, the reason why we are meeting is...

*Check that you have the same number of corrections, look at each other's worksheets, check as a class, then roleplay the same situation.*

*Switch roles, then roleplay a similar situation but with someone who you've never had contact with before.*

## Student B

Without showing your worksheets to each other, try to find differences between your sentences, choose which version is correct, and correct the wrong version each time until both are the same (and both right). There are many kinds of errors, not just grammar mistakes, including some which are sometimes correct but not in this situation.

### Useful phrases for doing the activity

“Sorry, can you say that again (more slowly)?”

“Sorry, can you repeat the first part/ middle part/ last word/... part/... word (more slowly)?”

“Sorry, did you say... (or...)?”

“Mine says... (and yours says...) (So, the difference is...)”

“I think mine/ yours is wrong because...”

“I’m sure mine/ yours is correct because...”

## Stage 1: Making arrangements on the telephone

A: Good morning. ABC Insurance. Underwriting Department. Alex Case speaking. How can I help you?

B: Hi Alex. I’m John. John Smith, from the Planning Department.

A: Oh, hi John. How’s going? How was your holiday?

B: Pretty good, thanks. Went back to my hometown and caught up with some old friends. What about you? Did you do anything for Easter?

A: Nothing special, just ate too much chocolate. So, how can I do for you today?

B: I’m phoning because I’d like to meet to talk about how our project is going. Can I come to your office in the next couple of weeks for an update?

A: Of course. Good idea. When are you convenient?

B: Are you free on Monday the tenth of June?

A: I’m sorry but I’m flying to New York on that day. How about Wednesday the twelfth?

B: Yes, that works for me. What time is good for you?

A: The morning is best if possible.

B: Shall I make it ten a.m.?

A: That’s perfect. So that’s Wed the twelfth of June at my office. So, can I help you with any else?

B: No, that’s all, thanks. I look forward to seeing you on the twelfth. I’ll send you an agenda on Monday.

A: Great. See you later then. Bye.

B: Bye bye.

*Hint: Student A and Student B should make the same number of changes (8 corrections each).*

*Check your answers as a class by reading out the corrected version.*

*Do the same for the emails and then face to face conversation below.*

## Stage 2: Emails sending the meeting agenda

Hi Alex

Hope you have a good weekend.

I'm writing about our meeting next month. Please find the agenda for the meeting attached. Please let me know if anything needs adding or changing.

Looking forward to replying from you.

Best regards

John

-----  
Hi Mr John

Thanks for send me the agenda for our meeting.

It all looks very suitable and useful to discuss, but can you add some time for AOB at the end? This is because I'm sure there will be some other minor things to discuss.

Thanks.

Best wishes

Alex (Mr)

## Stage 3: Starting the face-to-face meeting

B: Hi Alex. Great to see you again. Thanks for agreeing to see me.

A: Hi John. Great to see you too. Thanks for coming all this way. How is your journey?

B: Not too bad. The food wasn't great, but I managed to sleep. It's a nice office, and a great view!

A: Thanks. I moved here from our other Tokyo office last year, and I prefer this place. Is this your first time at Tokyo?

B: Well, I came here when I was backpacking in my gap year, but I've never been on business and I'm sure it has changed a lot since then. Can you recommend some things to do while I'm here?

A: Of course, I'd love to, but maybe later. We have to leave this room by eleven, so shall we get down to business, if you don't mind?

B: Good idea. Let's doing that.

A: So, as you know, the reason why we meet is...

*Check that you have the same number of corrections, look at each other's worksheets, check as a class, then roleplay the same situation.*

*Switch roles, then roleplay a similar situation but with someone who you've never had contact with before.*

**All errors stage**

*Without looking above, work together to find and correct all the mistakes below.*

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A: Oh, hi John. How's going? How was your holiday?

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A: Great. See you later then. Bye.

B: Bye bye.

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Best wish  
Alex (Mr)

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A: Of course, I love to, but maybe later. We have to leave this room by eleven, so shall we get down to business, if you don't mind?

B: Good idea. Let's doing that.

A: So, as you know, the reason why we meet is...

*Check above, then test each other by reading out random lines with mistakes.*