

## Telephoning Dictating and Checking/Clarifying Practice

*Work in groups of three or four. Dictate things from the list below to your partner(s), speaking as quickly as possible at first. Your partner(s) can interrupt, ask you to speak differently and check what you said as many times as they like, then they should show you what they have written to check. You might want to (secretly) write down the thing that you will dictate before you start speaking, and/ or check with your business card, the internet etc. See the next page for useful language for these tasks.*

- Home phone, including area code
- Office phone, including extension number if you have one
- Mobile phone, including instructions for international dialling
- Email address
- Website or particular webpage
- Postal address
- Search terms that they should put into Google etc
- Directions to get somewhere
- Some amounts of money (prices etc, including foreign currencies)
- Some product or service names and/ or numbers
- An order and/ or delivery reference number
- A reservation reference number (e.g. for a flight)
- Some large numbers
- Some small numbers, including decimals and/ or fractions
- Some dimensions
- Some dates and times
- Some difficult to spell words, e.g. foreign town names
- Instructions on how to use something with several steps, e.g. how to delete a programme from their computer
- Some financial data, e.g. profit margins, interest rates or exchange rates
- Two or more sentences with (lots of) punctuation

**Useful language**

Can I (double) check...?/ Just to (double) check,...

Can I check that back/ read that back?/ Let me read that back (to check).

Can you repeat the first part/ middle part/ last part/ whole thing/ from.../...?

Can you say it again/ one more time (more slowly)?

Can you spell that/...?/ How do you spell...?

Could you speak (a little) slower, please?

Did you mean (to say)...?

Did you say... or...?

Do I need any punctuation (in that email address)? Do you mean... or...?

I didn't (quite) catch...

I guess you mean...

I understood up to...

I'm not familiar with...

Is that (one word/ B for Bobby/ one five...) (or two words/ V for Virgin/ five oh/...)?

Is that spelt with a... (or a...)?

Is that... as in...?

So, that's..., right?

What does... mean?

*Do the same, but this time your partner(s) will compete to ask as many different checking/ clarifying questions about each one as they can (including wrongly checking things back).*

*Do the same, but as complete telephone conversations.*

## Telephoning dictating and checking/ clarifying practice Part Two

### Student A

Dictate the things below to your partner as fast as you can. Only say each one once. They will double check if they are not sure what you said. **Don't say the words in brackets** unless they ask about that thing. Don't use any gestures or write anything for your partner.

- 1 730 9065 (phone number)
- 2 0932 4555 7122
- 3 012 022 3344
- 4 911 (emergency telephone number)
- 5 alexcase@hotmail.co.uk
- 6 www.english.adventure.or.jp
- 7 East Dean
- 8 central station
- 9 1999 (year)
- 10 2:45 (time)
- 11 07:20
- 12 04:14
- 13 30<sup>th</sup> March
- 14 12:00
- 15 12 dolls
- 16 twenty Won
- 17 \$199
- 18 tree
- 19 four
- 20 it was fast
- 21 the fourth
- 22 16
- 23 1 1/2
- 24 a quarter
- 25 0.000015
- 26 155,000
- 27 772,114,320
- 28 1,100,000,000
- 29 B
- 30 C8
- 31 G
- 32 etch
- 33 Q
- 34 double BV (=BBV)
- 35 we are

Check your partner's answers.

How can you easily explain the differences between the things above and the other things on your partner's list?

Do the same again with the same information, but this time with your partner pretending they don't understand and using as many of different phrases as they can to double-check

*Now write down the things that you hear your partner dictating. You will only hear each number once quite quickly, but you can ask questions. You must use a different question each time that you check something.*

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23

*Ask your partner to check your answers and discuss the reasons for any differences between your answers and what they were supposed to dictate.*

*Do the same, but this time pretending you don't understand and asking as many different checking/ confirming questions as you can.*

*Roleplay whole phone conversations including the things above, checking even if it is easy to understand.*

*Do the same with your own real model numbers, dimensions, etc.*

## Telephoning dictating and checking/ clarifying practice Part Two

### Student B

Listen to your partner saying things from below as quickly as they can and try to choose the correct one. They will only say each one once so you should check any which you aren't sure about. Please use a different phrase each time you confirm something.

1	730 9065 (phone number)	7,309,065 (large number)
2	0932 455 7122	0932 4555 7122
3	012 022 3344	01 2022 3344
4	911 (emergency telephone number)	9/11 (date of World Trade Centre attacks)
5	alexcase@hotmail.co.uk	alex_case@hotmail.co.uk
6	www.english-adventure.or.jp	www.english.adventure.or.jp
7	Eastdean	East Dean
8	central station	Central Station
9	1999 (year)	1,999 (number)
10	2:45 (time)	2.45 (number)
11	07:20	19:20
12	04:14	04:40
13	13 <sup>th</sup> March	30 <sup>th</sup> March
14	00:00	12:00
15	12 dollars	12 dolls
16	twenty one	twenty Won
17	\$199	\$100.99
18	three	tree
19	four	foe
20	it was first	it was fast
21	the fourth	the force
22	16	60
23	1/2	1 1/2
24	a quarter	a quota
25	0.000015	0.0000015
26	155,000	1,155
27	772,114,320	77,211,432
28	1,100,000,000	1,000,000,001
29	B	V
30	C8	she ate
31	G	Z
32	H	etch
33	Q	coup
34	double BV (=BBV)	WBV
35	VR	we are

How can you say each of the things above? How can you clearly show the differences?

What questions can you ask to double check?

Do the same again, but this time pretending that you don't understand and asking as many different checking/ confirming questions as possible.

*Now dictate the numbers below to your partner, saying each one as quickly as you can but pausing between each one and answering any questions they might have. Don't give the information in brackets unless they ask for it.*

- 1 097 377 652
- 2 +92 (0) 898 444 5555
- 3 grant-young@yahoo.com
- 4 william\_s\_williams@gmail.es
- 5 <http://www2.growing.co.uk>
- 6 head-lice.gov.uk
- 7 the green park
- 8 Old Market Square
- 9 30<sup>th</sup> May
- 10 1973 (year)
- 11 1,653
- 12 15:55
- 13 \$19.99
- 14 15
- 15 0.00134
- 16  $\frac{2}{3}$
- 17  $1\frac{1}{6}$
- 18  $\frac{1}{100}$
- 19 232,754
- 20 ex-colleague
- 21 X-ray
- 22 DGZ719
- 23 JJ729
- 24 VOA

*Show this to your partner and check that you both have exactly the same thing. If there is something different, which of you made a mistake and what was it?*

*Do the same, but this time with your partner really knowing the answer but pretending they don't and asking as many checking/ confirming questions as possible.*

*Work together to say the things above as many ways as possible, including extra information to make sure that the person listening doesn't get confused.*

*Roleplay whole phone conversations including the things above, checking even if it is easy to understand.*

*Do the same with your own real model numbers, dimensions, etc.*

## Checking/ Clarifying telephoning roleplays

*Choose roleplays from below, roleplaying the whole conversation each time.*

- 1 Ask them to dictate something to you
- 2 Check and double check the message they give you.
- 3 Dictate a complex email address to your partner, saying it really quickly the first time
- 4 Dictate a complex website address to your partner, saying it really quickly the first time
- 5 Dictate a name and postal address to your partner, saying it really quickly the first time
- 6 Someone left a number on your answer machine, but you couldn't understand any other parts of the message
- 7 The information they need is on a difficult to find page of your website
- 8 The other person is speaking too quietly
- 9 The person who phones you starts talking about an urgent matter but you have no idea who is speaking
- 10 The person you are speaking to gives you lots of numbers very quickly
- 11 The person you are speaking to talks quickly and says numbers and names you need to write down without pausing
- 12 The receptionist mispronounces your name
- 13 There is a lot of background noise their end
- 14 There is a lot of background noise your end
- 15 They need to speak to your colleague who is sitting nearby to get the information they are asking for
- 16 They need to speak to your colleague who isn't there to get the information they are asking for
- 17 You are being asked to agree to something but still don't really understand what is being proposed
- 18 You are put through to the wrong person
- 19 You can't find that caller's details on your computer system
- 20 You can't hear the person's voice very well
- 21 You can't understand about 50% of what is being said
- 22 You have dialled the wrong number