

Phoning for help - dialogue cards.

In pairs, practise first with the complete script (left-hand column). Then fold over and practise alternative dialogues using the problem cards and Yellow Pages information on page 2.

Good morning. Dave's plumbing services.	Good morning. _____.
Can you help me? My sink is leaking.	Can you help me? _____.
What's your address?	What's your address?
60A Ryder Street. R-Y-D-E-R	_____.
What's your name?	What's your name?
Mrs Arif	_____.
OK. I'll be there at 1 o'clock.	OK. I'll be there at _____.
Thank you very much.	Thank you very much.

Good morning. Dave's plumbing services.	Good morning. _____.
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Thank you very much.	Thank you very much.

The sink's leaking	The cooker isn't working	There's a smell of gas
The toilet's blocked	The lights aren't working	The boiler's broken
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Mr Light
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24 hours a day
7 days a week
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National Gas Emergency Service
 If you smell gas anywhere Call the emergency number
0800 111 999
 (24 hours) **IMMEDIATELY**

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To obtain an editable version of the original Word document please send teaching ideas or any adult basic skills resource that you would like to share to maggie@skillsworkshop.org **THANK YOU**

ESOL Entry 1 (adapted from Teacher's Notes for Unit 7). To accompany 'Problems in the Home' PPT available at www.skillsworkshop.org and E1 ESOL Skills for Life Materials <http://www.dfes.gov.uk/readwriteplus/LearningMaterialsESOL> (Unit 7, Homes). Sd/E1.1 Speak and listen in simple exchanges in everyday contexts (b) take part in more formal interaction; be able to state a problem, make a request, etc. Lr/1.4b Listen and respond to requests for personal information. Lr/E1.5c Speak and listen in simple exchanges and in everyday contexts (c) take part in more formal exchanges.