# Evaluation sheet PE: telephoning

### Language

* Level of English (general) 1 2 3 4 5
* Pronunciation 1 2 3 4 5
* Sentence order 1 2 3 4 5

### Functions/politeness

* Appropriate start / identifying 1 2 3 4 5
* Exchanging correct information 1 2 3 4 5
  + Spelling names, tel. n.°, email addresses… 1 2 3 4 5
* Caller-oriented (helpful, proactive) 1 2 3 4 5
* Caller-oriented (use of Sir or ‘name’) 1 2 3 4 5
* Dentist technique 1 2 3 4 5
* Repeating information / doublechecking 1 2 3 4 5
* Correct and complete notes 1 2 3 4 5
* Appropriate ending 1 2 3 4 5
* Smooth pace 1 2 3 4 5
* Confidence 1 2 3 4 5
* Hedging 1 2 3 4 5
* Communicative style (not too dry/to the point) 1 2 3 4 5
* If wrong number: correct procedure 1 2 3 4 5
* Helps out partner (proactive style) 1 2 3 4 5

**Feedback:**