**September 26, 2023**

1. Other programs - bridge training programs, mentoring programs
2. Telephone English
3. Voice Mail

**Ontario Bridge Training Programs**<https://www.ontario.ca/page/adult-learning-ontario-bridge-training-program>

**Mentoring Partnership Program**

[**https://www.mentoringpartnership.ca/**](https://www.mentoringpartnership.ca/)

**Mentoring community partner**

<https://accesemployment.ca/programs/mentoring-programs>

<https://www.woodgreen.org/programs/triec-mentoring-partnership>

<http://www.costi.org/programs/program_details.php?sid=0&pid=0&id=176>

<https://druhc.ca/>

<https://skillsforchange.org/mentoring>

**Prepositional Collocations (Page 343)**

1. Jacob isn’t \_in\_ right now. Can I take a message?

2. Please call 555 633 6363 \_for\_ more information.

3. Unfortunately, no one is here to take your call \_at\_ the moment.

4. I’d appreciate it if you could get back \_to\_ me.

5. This is Marilyn Bell calling \_\_for\_\_\_ Jack Brenner.

6. I’m calling \_about\_\_ your ad for a used car.

7. I’m currently out \_of\_ the office. I’ll be returning \_on\_\_ Monday, June 15.

8. My name is Michael Cooper and I’m calling \_from\_\_ Darton Contractors.

9. You have reached Jessica Parker. I’ll be out \_of\_\_\_ the office \_until\_\_ January 5, (returning on Jan 6th). If you need immediate assistance, please dial ext. 3431 to speak \_to/with\_\_\_\_ Henry Porter.

10. Please leave a message \_at/after\_ the sound of the tone.

11. I’m calling to enquire \_about\_ the used sofa you have for sale.

12. I’ll put you through \_to\_ the manager. One moment please.

13. Maggie is downstairs. Hold \_on\_ and I’ll get her.

14. John is \_in\_\_ a meeting right now. I’ll tell him \_to\_ call you when he gets back.

**Asking for Information (Page 376)**

**A:** Good morning, City Resource Center. How can I help you?

**B:** I’d like some information about your courses.

**A:** Certainly. What would you like to know?

**B: I am calling to inquire about your English classes. Can you give me some information about them? / I was wondering what English classes you offer. / I’d like to know (get) some information about the (English) classes you offer.**

**A:** Certainly. We have seven levels of LINC classes. We also have an advanced conversation class and a TOEFL class.

**B: Great. What about computer courses? Do you offer any computer classes?**

**A:** Yes, we do. We offer Microsoft Word (beginner and advanced), and Simply Accounting.

**B: Great. Could you give me some information about the prices?/ How much do the classes cost? / Is there a fee/any fees for the training? / May I ask how much the courses cost? Are they free?**

**A:** The LINC classes are free but there is a fee for the computer classes. The MS Word classes are $200 for 30 hours of instruction and the Simply Accounting is $230 for 21 hours.

**B: Got it/OK/Alright/I see/I got it/Interesting/I understand. May I know about the course schedule? / What time do the classes start? / When are the classes held? / What would be the class timings? / What time are the classes held?**

**A:** Our LINC classes are held during the day, 9:00 a.m. to 3:00 p.m. Computer courses are in the evening, 6:00 to 9:00 p.m. except for the Simply Accounting courses, which are on Saturdays from 9:00 a.m. to noon.

**B: Great. I am interested in the Simply Accounting course. / I’d like to enrol in (register for/join) the Simply Accounting course.**

**A:** Let me check .... I’m sorry, but our Simply Accounting courses are full right now. The next sessions begin in June. If you’d like, I can put your name on a waiting list and someone will call you when the registrations begin. Should I do that?

**B:** Yes, that would be great.

**A: May I know/have your name please?/ What is your name please?**

**B:** Sumati Rajibagavi.

**A: Could you spell that for me?**

**B:** S-u-m-a-t-i R-a-j-i-b-a-g-a-v-i.

**A: And your phone number? / What’s your phone number?**

**B:** 555-123-4567

**A:** Good. So Sumati, we will let you know as soon as a space comes up.

**B:** Thanks. **Can I register online when a space comes up? / Do you have online registrations?**

**A:** No, I’m sorry there are no online registrations. You’ll have to register in person.

**B: No problem. Where are you located/May I have your address?/Can I have your address?**

**A:** Yes. We’re at 922 Reba Ave. That’s at the corner of Caloo Street and Reba Ave. The registration office is on the second floor. If you ask the receptionist at the front desk, she will direct you to my office.

**Medical Office Role Play (Page 372)**

**Call 1**

Student A: Receptionist

• Answer the phone with a professional greeting.

• Give the caller three possible dates and times.

• Book the appointment.

Student B: Caller

• Identify yourself and state the reason for your call (to make an appointment).

• Agree to one of the dates and times given.

• End the call appropriately.

**Call 2**

Student A: Caller

• Identify yourself and ask to speak to a doctor.

• Leave a message for the doctor regarding a prescription renewal.

• End the call appropriately.

Student B: Receptionist

• Answer the phone with a professional greeting.

• The doctor is with a patient. Offer to take a message and take down all relevant information.

**Telephone Strategies (Page 377)**

<http://www.moresettlement.org/LINC5-7Activities/Chapter_7/Audio7.13.mp3>

* Could you spell the last name please?
* “Yes”...”QU”....
* “Calquhuon”
* That’s Wednesday, Dec 10th
* “Yes”…..”414”...
* That’s 2170…………
* “April 2012”
* Could you spell the street name please?
* S as in Sorry or F as in Funny
* What’s the apartment number?
* So that’s xxxxxxxxxxx
* “To Elizabeth, Happy Birthday!”

**Exercise (page 377)**

Do you know who I will be meeting with?

Who should I ask to see when I come in (arrive)?

Who will be the interviewer?  
May I know the interviewer’s name?

Is there a unit number?/ Is there a suite number?

Approximately how long would it(the interview) take?  
  
Am I required to bring anything specific / any specific documents to the interview?

Is there anything specific I should prepare for the interview?

What number can I call if there is a last minute emergency?

I will definitely be there. Just in case there is a last minute emergency, what number can I call/who should I reach?

**Recording Personal Voice Mail Greetings (Page 340)**

<https://www.moresettlement.org/LINC5-7Activities/Chapter_7/Audio7.6.mp3>

**VM Greeting #1**

Reached; Human Resources; Tuesday; in the office; short message; immediate assistance; Assistant

**VM Greeting #2**

Accounting; available; detailed; get back; end of the day

**VM Message (page 341)**

<https://www.moresettlement.org/LINC5-7Activities/Chapter_7/Audio7.7.mp3>

|  | **Professional Call** | **Personal Call** |
| --- | --- | --- |
| a) greeting and identifying self | My name is Cheryl Roberts, and I am calling from BSW Int’l. | Hi Linda, it’s Kevin. |
| b) stating day and time of call | It’s Friday at 1:30 PM |  |
| b1) who the message is for | This is a message for Linda. |  |
| c) stating purpose of the call | We have received your resume…We would like to invite you to an interview… | Just calling to say hi. |
| d) details | Next Tuesday at 10 AM |  |
| e) making a request | Could you please call and let me know if this is convenient for you? My number is …. | I'll be in this evening if you want to call back. |
| f) closing | Again it’s (name) from (company). |  |

**Record Your Voice Mail Greeting Assignment**

**September 27, 2023**

1. Leaving Voice Mail Messages
2. Group Project

**When to Call Instead of Email?**

**Leaving VM Messages Template**

When leaving a voice message, it’s important to speak clearly and slowly so that the person receiving the message can take down the details. Voice messages usually follow the same format:

* Identify yourself: *Hi, it’s José; Hello, this is Jonah Barns from CL Incorporated.*
* Say who the message is for: *This message is for Ms. Nurmohamed.*
* Give the date and time of the call (optional): *It’s Wednesday at 1:00 p.m.*
* Say why you are calling: *I’m calling about ...; I’m returning your call; I just wanted to let you know that ...*
* Make a request (include details): *Call me when you get a chance; I’d appreciate it if you could return my call. I can be reached at 555-999-9090.*
* End the call: *Talk to you later; Thank you.*

Outline

* State who the message is for
* Identify yourself
* Give the date and time of call
* State reason for your call -
* Make request, include details (name & phone #)
* End the call

**Example - You heard this greeting when you were calling Cheryl back.**

Hi, you have reached the voicemail of Cheryl Roberts at BSW International. I’m sorry I am not available to take your call at this time. Please leave a message at the sound of the tone and I will return your call before the end of the business day. Thank you.

**See Voice Mail Message Exercise in Shared Resources**

**Helen’s example**

Hi Cheryl, this is Linda Walker. I am sorry I missed your call. Thank you for inviting me to the interview for the CSR position. I am very excited about it and I will be there next Tuesday, Oct.3 at 10 AM. Thank you very much and see you next week.

**Presentation (speaking assessment)**

* Listeners can follow the presentation
* The group presentation is up to 20 minutes long with visuals
* Uses appropriate tone
* Uses an introduction, development and conclusion
* Uses connective words appropriately
* Provides clear and detailed descriptions
* Uses appropriate speech rate
* Uses adequate volume
* Speaks with appropriate eye contact and body language
* Visuals support topic and aid audience understanding

**September 29, 2023**

1. Graduation party planning
2. Remaining schedule
3. Voice mail messages
4. Assertiveness

**Graduation - Tuesday @ 10:30 am**

**Food**

Gowri - Samosas, sweets

Ilakkiya - sweets

Kai - Moon cakes (sweets)

Ani - salad with chicken, potatoes, carrots, cucumbers, pickles; Persian tea, sweets

Osmar - baklava

Helen - smoked turkey, pineapple

Mustafa / Amir - coffee, water, may be Persian dish

Merve - Croissants, salad

Neethu - banana/plantain chips

**Music**

**Games**

Breakout1 - <https://meet.google.com/bgk-eszv-axo>

Maryna, Ani, Ilakkiya

Breakout2 - <https://meet.google.com/myo-umqr-tnx>

Amir, Osmar, Neethu

Breakout3 - <https://meet.google.com/fgn-jodq-iqk>

Merve, Kai, Beeta

Breakout4 - <https://meet.google.com/xmy-pcmd-wne>

Gowri, Mustafa

Breakout5 - <https://meet.google.com/eup-beef-bnf>

Breakout6 - <https://meet.google.com/vks-knft-khj>

**Leaving Voice Mail Messages**

* Hi person’s name / Hi, this message is for ….
* This is (your name) / It’s (your name) calling from xxx
* Optional - date and time of your call - e.g. It’s Friday at 10:30
* Purpose / details / call for action - I am calling to…
* End the call - “Thank you, bye”

**Group Exercise - See Voice Mail Messages Exercise for answers**

1. You want to RSVP to an invitation to a party for a friend’s 25th wedding anniversary. You want to know if you can bring something. You also need directions to the restaurant where the party is being held.
2. You need a painter for a small job in your home and would like someone to come and give you an estimate for the work. You need to have the painting done as soon as possible.
3. You need to speak to a client about cancelling an appointment. You would like to reschedule it for another time and date.

**Assertiveness (page 372) - audio 3.13**

<https://www.moresettlement.org/LINC5-7Activities/Chapter_3/Audio3.13.mp3>

**Sandwich approach - positive/negative/positive**

**Dialogue 1**

* “Can I speak to you for a moment?”
* “I’ve noticed….”
* As a result of the performance, “the clients had to call and clarify….”
* “Perhaps….”

**Dialogue 2**

* “Listen, do you have a few minutes?”
* “I noticed….was that you?”
* “I am disappointed…”
* “Please don’t do anything without asking me first”