

Dealing with Requests and Enquiries Responses- Card Games

Instructions for teachers

Photocopy one copy of the worksheets below per person for students to check their answers with and keep, plus one copy per group of two to four students for you to cut up. Cut up one pack of cards per group, with the bold ones on the left hand side divided from the ones of the right and the latter group of cards shuffled up.

Put students into groups. Give out just the left-hand cards (questions) first, and ask students to brainstorm possible responses. You could tell them that there are a mix of face to face and telephoning phrases. Then give out the other cards (responses) and ask them to match them up. If they get stuck, tell them that there should be three responses for each question. Give out the un-cut-up copies for them to check their answers with and answer any questions they have about the language.

To practise the language, play a selection of these games:

- One student reads out a question, and the others try to make as many different responses as they can (with suitable ones which are not on the worksheet also fine)
- One student reads a response and the other students try to make a question that could produce that response (not necessarily the one on the worksheet)
- One student reads out a question, and their partner then chooses and reads out one of the responses. They then continue the conversation for as long as they can. After a few minutes of that, they hide the responses and try to have long conversations with just the questions as prompts.
- Students deal out the whole pack of cards and try to say as many of those things as they can while having a reasonably natural conversation.

Cards to cut up/ Suggested answers

Good afternoon. King University. Media Section. Alex Case speaking. How can I help you?	Good afternoon. Can I speak to Mr Jones, please?	Hello. I'm phoning about...	Hi Alex. This is John.
Can I speak to the person in charge of the cellular therapy conference?	Of course. Please hold the line and I'll put you through to him.	Of course. Just a moment while I check if he's available.	I'm afraid he's out of the office. Can I help you at all? What is it concerning?
Can I help you?	Yes, please. Can you tell me...?	I hope so. I need some information about...	No, that's fine, thanks. I just need a copy of this schedule here.
I wonder if you could give me some information about Japanese national health insurance.	I should be able to help. What exactly do you need to know?	Sure. Here's a pamphlet about that. It should have all the information that you need.	I'm afraid we don't deal with that here. You need to go to the academic affairs office.
Could you possibly give me a schedule for the university festival?	Of course. Just a moment and I'll find one for you.	I'm afraid they are out of stock. If you come back on Monday, we should have some by then.	I'm sorry but it's not available yet. It'll be released the week after next.
I wanted to know how I can adjust my schedule.	I'm afraid I don't really understand the question. What exactly do you want to know?	Can I check what your question is? What exactly do you mean by "adjust"?	Are you asking how you can change which lessons you take every week?
You need to register online at http://m.king.ac.jp/j-hggfh .	Sorry, can you write the address down for me?	Sorry, could you repeat the bit after "dash"?	Sorry, I didn't catch the last pa

It's "Belgian". B, E, L, G, I, A, N.	Okay, got it.	Is that B for banana or V for violin?	I think I've got it now, but can I check that back?
Do you mean the office just below here on the fourth floor?	Yes, that's right.	That's almost right, but it's on the opposite side of the building.	Actually it's upstairs, on the sixth floor.
Is there anything else that I can help you with (today)?	There is just one more thing, actually. Can you tell me...?	No, that's all thanks.	No, I think that covers everything, thanks.
Thanks for all your help.	You're very welcome.	Not at all. If you have any more questions, please feel free to ask.	Thanks for your interest in Keio University. Goodbye.