**good telephone behaviour**

**(reading comprehension)**

**intermediate**

**small talk on the telephone**

**(reading comprehension)**

**intermediate**

**presenting a call**

**creating a leaflet**

**creating and presenting a leaflet**

**listening to a telephone call (listening comprehension)**

**easy-intermediate-advanced**

**dealing with difficult customers**

**(reading comprehension)**

**advanced**

**making a telephone call**

**(interaction/speaking)**

**easy-intermediate-advanced**

**telephoning across cultures (reading comprehension)**

**one level for all students**

**leaving messages**

**(answering machine)**

**easy – intermediate – advanced**

**spelling: letters, numbers and symbols**

**phrases: receiving and redirecting calls**

**vocabulary: appliances and components**

**basics**

**easy**