**Creating and presenting a leaflet/Practising and Presenting a telephone call**

**Situation:**

Now that you have worked a lot on your telephone skills it is time to share your knowledge with your colleagues at work. In order to do so you will now create a leaflet with the most important aspects of telephoning at work which you will then present to your colleagues. To give them a full experience you will also show them two successful telephone calls.

**Task:**

Go together in seven groups of three and/or four people and work on the following aspects:

Leaflet

* Important vocabulary and phrases
* Telephoning across cultures
* Dos and don’ts when dealing with difficult customers
* Small talk on the telephone – dos and don’ts
* Golden rules of good telephone behaviour

Phone calls

* Making a telephone call\_basic
* Making a telephone call\_advanced

Ideally the groups consist of members that worked on basic and intermediate worksheets and members that worked on advanced and intermediate worksheets.

Leaflet groups:

1. Create a page of the leaflet sharing your knowledge of the aspect you chose.
2. Think about how you can present your section in the best way possible.
3. Use the materials you worked with in your individual work.
4. Design your page in reader-friendly way.
5. Print your page.
6. Present your results to the other classmates.

Phone call groups:

1. Write the dialogue of the basic or advanced phone call.
2. Two people are the speakers, the third (and fourth) student is the director.
3. Make sure your phone call is grammatically correct. Check the used vocabulary, too.
4. Practise the dialogue. Ideally each student can say his parts by heart.
5. Present the phone call to the class.

After the presentation each group chooses a representative of the group. Those people turn the separate pages into one brochure. Then they print it, copy it, staple it and give each student one copy.