

Calling 1: Push the button

Overview: Lisa calls Carol. Lisa is having trouble with her wireless laptop. She asks Carol for her advice.

Language level: Entry 3 or higher

Web address: All answers to the activities in this workbook can be found at:
www.esoluk.co.uk/calling/calling1.html

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(1) Read and listen (transcript)

No.	speaker	conversation
	Narrator:	In this telephone call Lisa call Carol. Lisa is having trouble with her wireless laptop. She asks Carol for her advice.
1.	Carol:	Hello
2.	Lisa:	Hi ya Carol, it's me.
3.	Carol:	Hi ya.
4.	Lisa:	We're having trouble with us laptop, like, it's working upstairs, do you know, internet's working upstairs.
5.	Carol:	Yes.
6.	Lisa:	And we've got router and that but it's not working downstairs, you know, on laptop downstairs? So we've rang em up and audio/ told us to find the wireless capability button. And we sez well we don't know what ... "well ring up so-and-so and find out what it is or look through your manual then ring us back" ... Do y'know which button it is?
7.	Carol:	No.
8.	Lisa:	Oh, don't you?
9.	Carol:	Not without Stephen being home. He should be home soon but ...
10.	Lisa:	He'll know won't he?
11.	Carol:	Yes, he'll know.
12.	Lisa:	Well, like, what does it look like? He says it looks like three circles and we're like ... and he got right funny then saying "well ring us back when you know more about" ... and all this stuff.
13.	Carol:	What does he want you to do?
14.	Lisa:	Push the wireless capability button ... But I ain't got a clue what that is ... I was turning on and off and all sorts me and pushing all these buttons. I didn't know what it was.
15.	Carol:	I don't know. I'd have to have a look on mine cos we've got a wireless router.
16.	Lisa:	Yes.
17.	Carol:	I'll have a look and see what I can figure out and then I'll give ya a ring back.
18.	Lisa:	Cheers.
19.	Carol:	Alright.
20.	Lisa:	Thank you.
21.	Carol:	Alright.
22.	Lisa:	Bye.
23.	Carol:	Talk to you soon. Bye.

	Narrator:	Later in the day, Lisa has solved the problem with her wireless laptop and telephones Carol to tell her.
24.	Carol:	Hello.
25.	Lisa:	Y'alright?
26.	Carol:	Yes.
27.	Lisa:	Bloody found it.
28.	Carol:	What is it?
29.	Lisa:	Paul's come in and moved one button and that were it.
30.	Carol:	Oh, you're joking.
31.	Lisa:	Do you know where ... where's that ... what's that ... part of your computer called? Whereabouts is it? On front? Shut up! Yes, but do you know front on bottom, like ...
32.	Carol:	Yes.
33.	Lisa:	There. There's a little button says on/off, with picture of a wireless thing. It'd been switched to off.
34.	Carol:	Oh, right, so that's why it couldn't pick up your wireless thingy?
35.	Lisa:	Yes.

(2) Audio gapfill

- Narrator:** In this telephone call Lisa call Carol. Lisa is having trouble with her wireless laptop. She asks Carol for her advice.
- Carol:** Hello
- Lisa:** Hi ya Carol, it's me.
- Carol:** Hi ya.
- Lisa:** We're having [1] _____ laptop, like, it's working upstairs, do you know, internet's working upstairs.
- Carol:** Yes.
- Lisa:** And we've got router and that but it's not working downstairs, you know, on laptop downstairs? So we've rang em up and he's told us to find the wireless capability button. And we sez well we don't know what ... "well ring up so-and-so and find out what it is or look through your manual then ring us back" ... Do y'know which button it is?
- Carol:** No.
- Lisa:** Oh, don't you?
- Carol:** Not without Stephen being home. He should be home soon but ...
- Lisa:** He'll know won't he?
- Carol:** Yes, he'll know.
- Lisa:** Well, like, what does it look like? He says it looks like three circles and we're like ... and he got [2] _____ then saying "well ring us back when you know more about" ... and all this stuff.
- Carol:** What does he want you to do?
- Lisa:** Push the wireless capability button ... But I [3] ain't _____ what

that is ... I was turning on and off and [4] _____ and pushing all these buttons. I didn't know what it was.

Carol: I don't know. I'd have to [5] _____ on mine cos we've got a wireless router.

Lisa: Yes.

Carol: I'll have a look and see what I can [6] _____ and then I'll give ya a ring back.

Lisa: Cheers.

Carol: Alright.

Lisa: Thank you.

Carol: Alright.

Lisa: Bye.

Carol: Talk to you soon. Bye.

Narrator: Lisa calls Carol again later that day.

Carol: Hello.

Lisa: Y'alright?

Carol: Yes.

Lisa: Bloody found it.

Carol: What is it?

Lisa: Paul's come in and moved one button and [7] _____ .

Carol: Oh, you're joking.

Lisa: Do you know where ... where's that ... what's that ... part of your computer called? Whereabouts is it? On front? Shut up! Yes, but do you know front on bottom, like ...

Carol: Yes.

Lisa: There. There's a little button says on/off, with picture of a wireless [8]
_____. It'd been switched to off.

Carol: Oh, right, so that's why it couldn't [9] _____ your wireless [10]
_____?

Lisa: Yes.

(3) Informal / formal

Read the informal sentence. Write a formal sentence.

1 "We're having trouble with us laptop."

1 _____

2 "He got right funny then."

2 _____

3 "But I ain't got a clue what that is."

3 _____

4 "I was turning on and off and all sorts me."

4 _____

5 "I'll have a look and see what I can figure out."

5 _____

6 "I'll give ya a ring back."

6 _____

7 "Paul's come in and moved one button and that were it."

7 _____

8 "Oh, you're joking."

8 _____

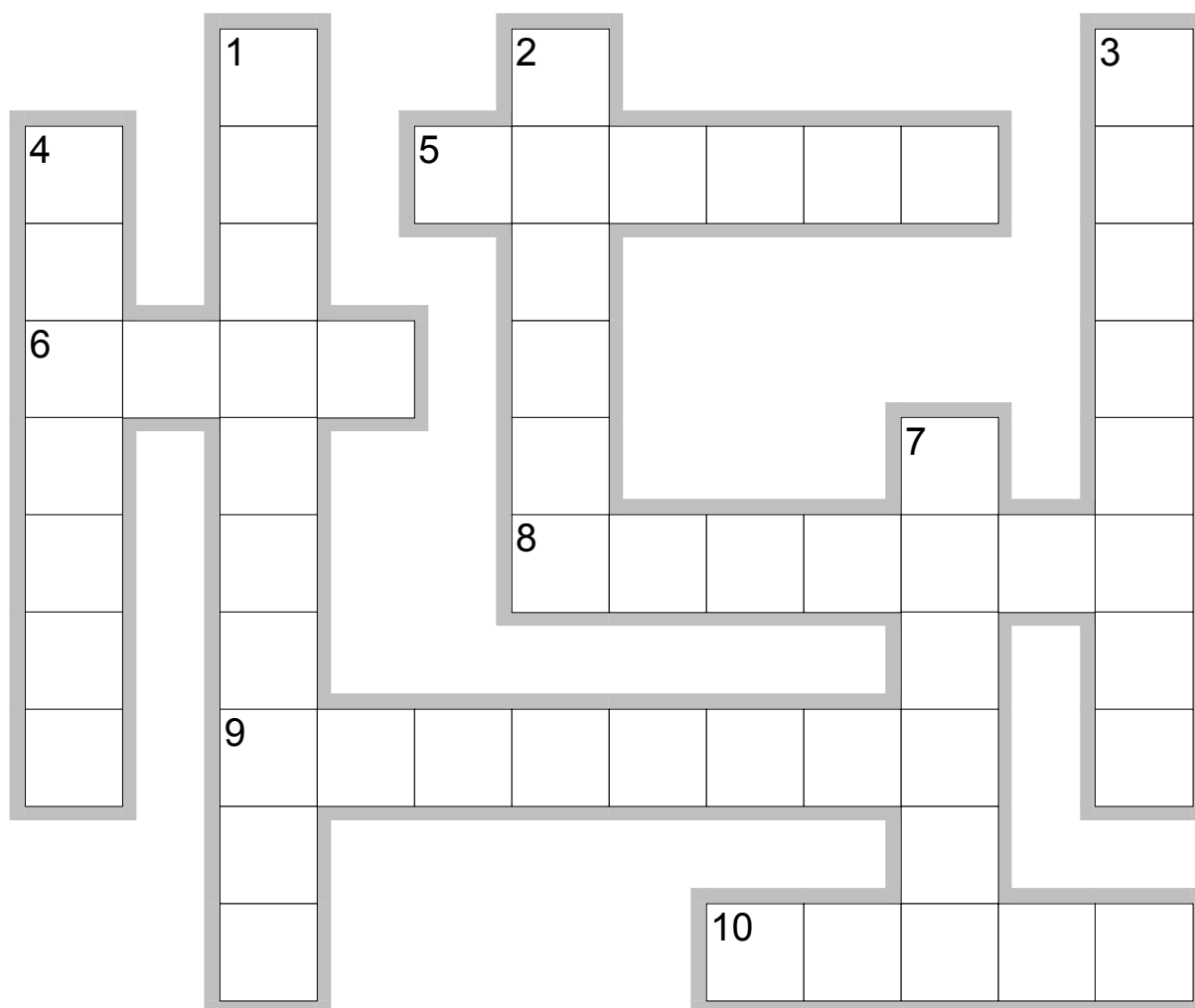
(4) Spellings

Practise spelling the words correctly.

Use LOOK SAY COVER WRITE CHECK

	word	syllables	1 st try	2 nd try	3 rd try	4 th try
1	internet	in ter net 1 2 3				
2	upstairs					
3	trouble					
4	manual					
5	switch					
6	wireless					
7	capability					
8	downstairs					
9	button					
10	bottom					

(5) Crossword



Across

5. a book of instructions
6. past tense of ring, to telephone
8. like a photograph
9. another word for WWW
10. a good joke should be ...

Down

1. not upstairs
2. a computer that can sit on your knees
3. use the internet without cables
4. not square, these go round and round
7. something you would push

(7) Word wall

1. Work in pairs using a pencil. Take turns to guess a word from today. Use a rubber to start again.

2. Choose a word from today and write the number of letters in the box, e.g. _____.

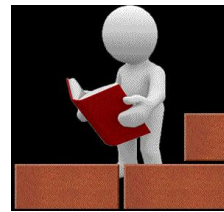
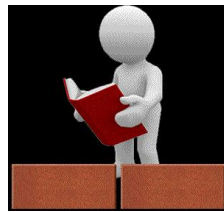
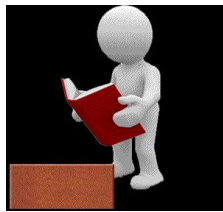
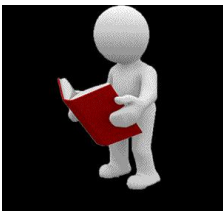


3. Write correct letters in pencil:

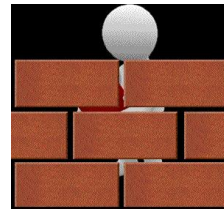
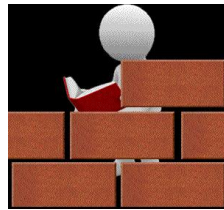
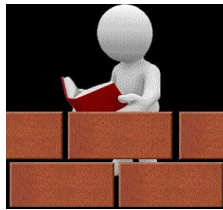
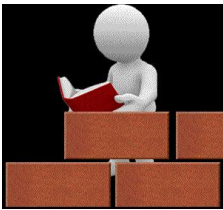
4. Letters used for each guess: _____

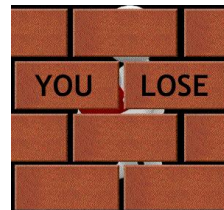
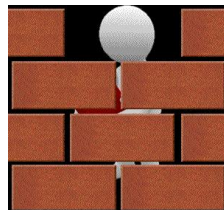
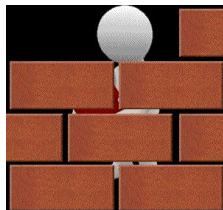
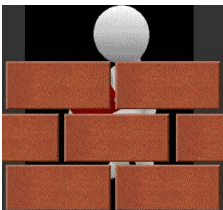
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

5. Every time the guesser is wrong give them a cross on the line below. Use a pencil.



Start here →





(8) Write formal sentences (LSCWC)

Look at each sentence. Read it aloud. Cover it. Write the sentence using a pencil. Check.

1 "We are having problems with our laptop."

1 _____

2 "He became very unfriendly then."

2 _____

3 "But I don't understand what that is."

3 _____

4 "I was turning buttons on and off."

4 _____

5 "I will look and see what I can understand."

5 _____

6 "I will ring you back."

6 _____

7 "Paul came home and moved one button."

7 _____

8 "Really? I am surprised."

8 _____

(9) Write informal phrases (LSCWC)

Look at each phrase. Read it aloud. Cover it. Write the sentence using a pencil. Check.

Try to think of sentences and instances when you might use each phrase.

1 "we're having trouble"

1 _____

2 "he got right funny"

2 _____

3 "and all this stuff"

3 _____

4 "I ain't got a clue"

4 _____

5 "and all sorts"

5 _____

6 "I'll have to have a look"

6 _____

7 "see what I can figure out"

7 _____

(10) Write an email (draft then send online)

Send an email. Explain what happened in the telephone call, from beginning to end.

Email to:

Your email:

Message:

clear

send

Tutor transcript (with notes)

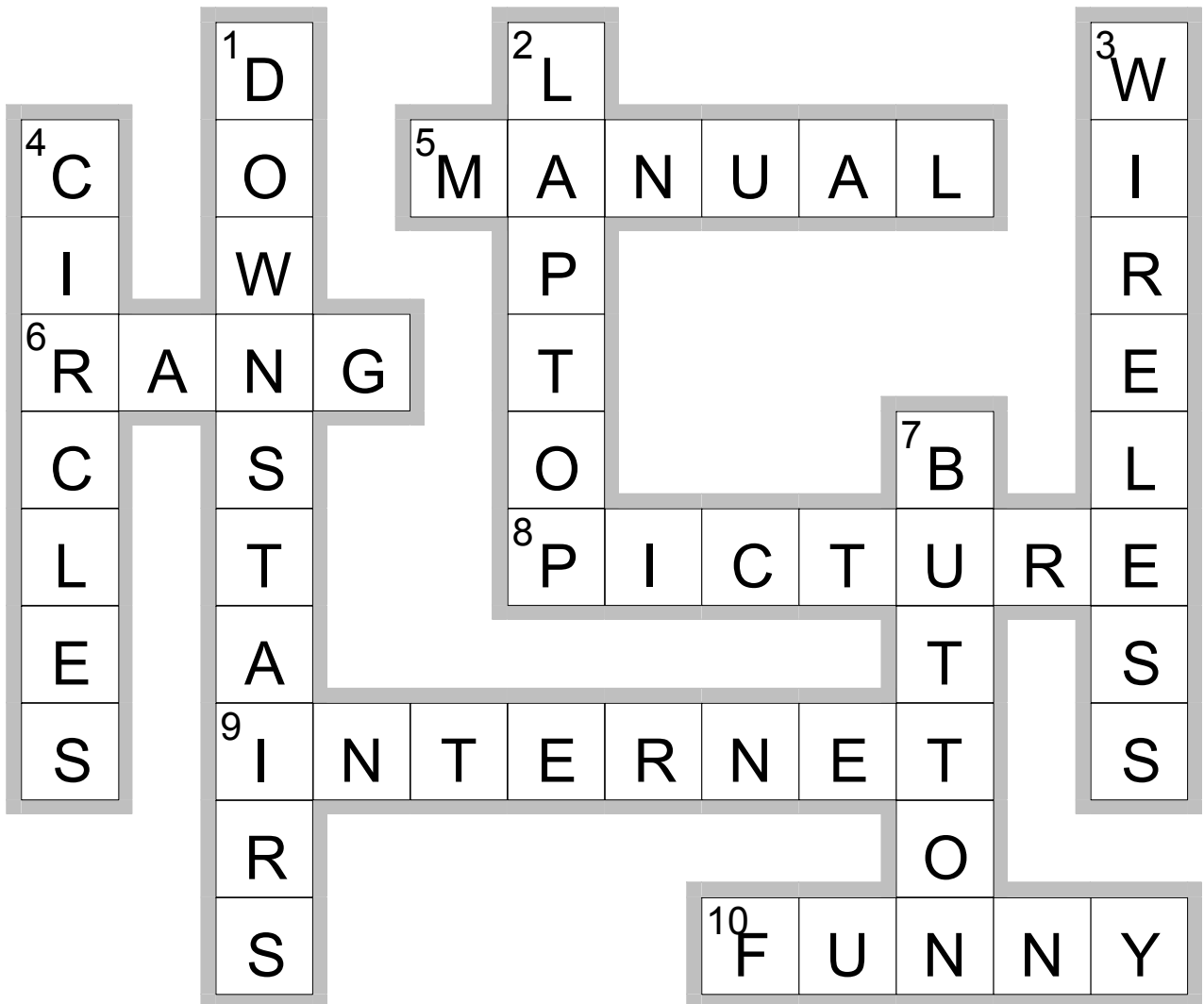
- **Emboldened** words and chunks indicate *colloquial* language use.
- Underlined words and chunks indicate shortened words.
- Words and chunks as ^{superscript} indicate *standard* language which is absent.
- For the sake of readability, not all words have been spelled phonetically; for example, draw learners attention to the dropped ‘h’ in many words: ‘home’ and ‘his’ and ‘he’, etc

No.	speaker	conversation	notes
	Narrator:	In this telephone call Lisa call Carol. Lisa is having trouble with her wireless laptop. She asks Carol for her advice.	
1.	Carol:	Hello	
2.	Lisa:	Hi ya Carol, it’s me.	
3.	Carol:	Hi ya.	
4.	Lisa:	We’re having trouble with us laptop, like , it’s working upstairs, do you know , ^{the} internet’s working upstairs.	
5.	Carol:	Yes.	
6.	Lisa:	And we’ve got ^{the} router and that but it’s not working downstairs, you know, on ^{the} laptop downstairs? So we’ve rang em ¹ up and he’s told us to find the wireless capability button. ² And we sez ³ well we don’t know what ... “well ring up so-and-so and find out what it is or look through your manual then ring us back” ⁴ ... Do <u>y’know</u> which button it is?	<ol style="list-style-type: none"> 1. Pluralisation of the person she talked to into ‘them’; perhaps signifying that she is referring to the company as plural. 2. Lifting voice at end indicating uncertainty. 3. Pluralisation of ‘we’ for herself, possibly meaning herself and her husband and wrong tense of ‘said’ (says) into ‘sez’. 4. Change to mocking tone as she repeats what the person told her.
7.	Carol:	No.	
8.	Lisa:	Oh, don’t you? ⁵	5. Deflated tone, as if she expected Carol to know because of Stephen (see No. 10).
9.	Carol:	Not without Stephen being home. He should be home soon but ...	
10.	Lisa:	He’ll know won’t he?	
11.	Carol:	Yes, he’ll know.	

12.	Lisa:	Well, like , what does it look like? ⁶ He ⁷ says it looks like three circles and we're like ... and he got right funny then saying "well ring us back when you know more about" ⁸ ... and all this stuff .	6. Tone suddenly switches as she becomes excited/annoyed again. 7. Singularisation of the person she talked to compared to previous pluralisation (see No. 6, note 1). 8. Change of tone to indicate formality of the male speaker but then interrupts herself by laughing (perhaps self-embarrassment)
13.	Carol:	What does he want you to do?	
14.	Lisa:	Push the wireless capability button ... ⁹ But I ain't ¹⁰ got a clue what that is ... I was turning on and off and all sorts me and pushing all these buttons. I didn't know what it was.	9. Pause, waiting for a reply. 10. <u>ain't</u> (pronounced an't) meaning haven't
15.	Carol:	I don't know. I'd have to have a look on mine <u>cos</u> we've got a wireless router.	
16.	Lisa:	Yes.	
17.	Carol:	I'll have a look and see what I can figure out and then I'll give ya a ring back .	
18.	Lisa:	Cheers.	11. Tone changes sharply between the two speakers in what might best be described as a 'girlish affectation' when saying goodbye.
19.	Carol:	Alright. ¹¹	
20.	Lisa:	Thank you.	
21.	Carol:	Alright.	
22.	Lisa:	Bye.	
23.	Carol:	Talk to you soon. Bye.	
	Narrator:	Later in the day, Lisa has solved the problem with her wireless laptop and telephones Carol to tell her.	
24.	Carol:	Hello.	
25.	Lisa:	<u>Y'alright?</u>	
26.	Carol:	Yes.	
27.	Lisa:	Bloody found it.	
28.	Carol:	What is it?	
29.	Lisa:	Paul's come in ¹² and moved one button and that were it . ¹³	12. Paul, her husband, has come home. 13. Used to show that something which seemed to be difficult was actually quite simple.
30.	Carol:	Oh, you're joking . ¹⁴	14. Used to show surprise.
31.	Lisa:	Do you know where ... where's that ...	15. Is talking to her husband Paul. Notice

		what's that ... part of your computer called? Whereabouts is it? On front? Shut up! ¹⁵ Yes, but do you know front on bottom, like ...	the change in abruptness compared to how she addresses her friend Carol. Notice also the false starts as she struggles to explain herself.
32.	Carol:	Yes.	Polite confirmation but it's unlikely Carol does understand.
33.	Lisa:	There. There's a little button says on/off, with ^(a or the) picture of a wireless thing. It'd been switched to off.	
34.	Carol:	Oh, right, so that's why it couldn't pick up your wireless thingy ? ¹⁶	16. Notice the use of generic nouns to replace specific words/names which are not known: 'thing', 'thingy', 'so-and-so' and other such phrases: doo-dah, thingummy, thingummyjig
35.	Lisa:	Yes.	

Crossword (answer key)



Audio gapfill (answer key)

1. trouble with us
2. right funny
3. got a clue
4. all sorts me
5. have a look
6. figure out
7. that were it
8. thing
9. pick up
10. thingy