

MIDTERM SPEAKING TEST

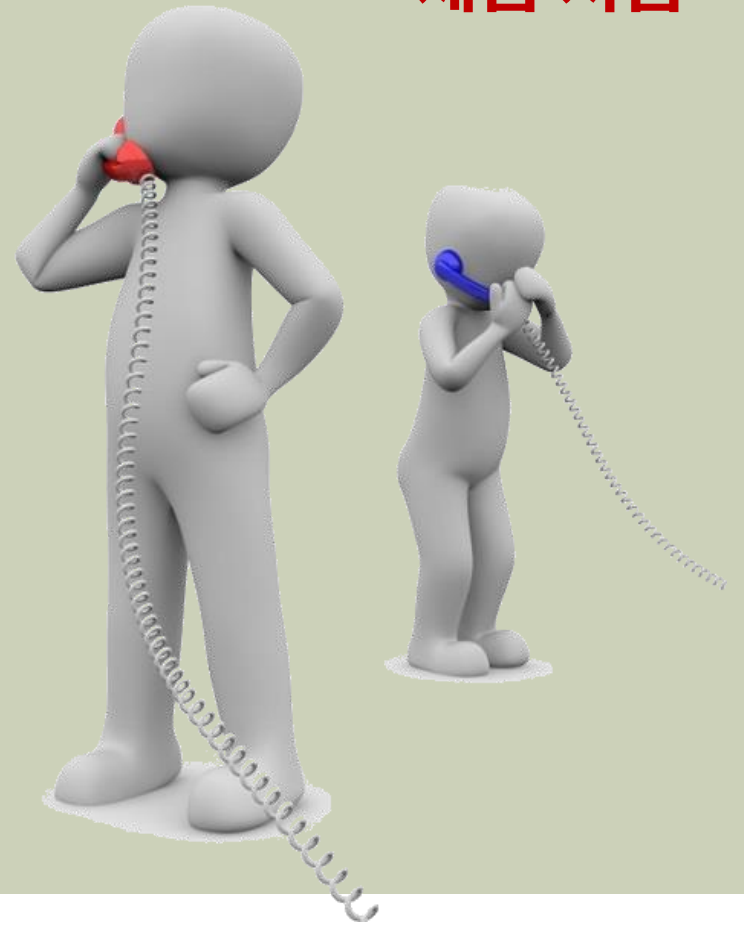
Telephone
conversation

MIDTERM SPEAKING TEST

❖ Read and understand the Grading Rubric
채점 지침

📄 Sign-up

✍ names and topic



Practical English 3 – Spring 2018
MIDTERM SPEAKING TEST

TOPIC:	MIDTERM DATE: APRIL [REDACTED], 2018
Partner's contact information:	

- You and a partner will **RECORD** a telephone conversation about the specific topic given to you in class.
- Use the different telephone expressions found in the video presentations online and in your book.
- **SMILE!!!** Your smile cannot be seen over the phone, but it can be "heard" 😊

CRITERIA	DESCRIPTION	SCORE
Clarity	<ul style="list-style-type: none"> ▪ Speaks loudly ▪ Speaks clearly (proper pronunciation and stress) 	10 points
Delivery	<ul style="list-style-type: none"> ▪ Confident (limited use of filler words) ▪ Speaks smoothly, at a good speed (pauses effectively used) ▪ Good rhythm and intonation (receptive, enthusiastic—not sad) 	10 points
Content (Language)	<ul style="list-style-type: none"> ▪ No grammar mistakes ▪ Consistent use of professional/formal language ▪ Accurate use of vocabulary and various telephone expressions ▪ Able to improvise, shows originality 	10 points
Other Requirements	<ul style="list-style-type: none"> ▪ Proper format (.mp3) ▪ Submitted on time ▪ Followed all instructions <p style="text-align: right;">LENGTH (in minutes): 01:00 (minimum) 03:30 (maximum)</p>	10 points
Participation	<ul style="list-style-type: none"> ▪ Active participation: in-class activities/discussions and online ▪ Brings book to class everyday ▪ Comes to class on time ▪ Does not sleep in class ▪ Uses cell phone constructively 	10 points
		50 points

	CALLER	RECEIVES THE CALL	
	1a) Go to the airport; meet a business client; make introductions; exchange business cards	1b) Arrive at the airport; meet a business client; make introductions; exchange business cards	
	2a) Telephone the dentist's clinic and make an appointment	2b) Help the patient make an appointment	
	3a) Telephone the doctor's clinic to change an appointment	3b) Help the patient change an appointment	
	4a) You have an important meeting with the president of the company in 30 minutes, but you are running late	4b) You are the executive assistant. The president of the company is running late, so the meeting will start late	
	5a) Call your husband/wife (the CEO) at the office. You planned to have dinner together but you have to stay at work until very late	5b) You are the executive assistant. The CEO is in an important meeting. Take messages if anyone calls	
	6a) You can't attend classes for a month because you have to go abroad. Call and ask about class work and homework that you will miss	6b) You work in the reception of Daegu Language Academy. Today all the teachers are away on a training course	
	7a) Call and make a complaint about error(s) in your online purchase	7b) Respond to the customer's complaint	
	8a) Call and make a complaint about error(s) in your online purchase	8b) Respond to the customer's complaint	
	9a) Call to speak to the customer service department	9b) You are the receptionist	9c) Customer service department
	10a) Meet a business client at a coffee shop; make introductions; exchange business cards	10b) Meet a business client at a coffee shop; make introductions; exchange business cards	10c) Meet a business client at a coffee shop; make introductions; exchange business cards

TELEPHONE SKILLS

REMEMBER KEY PHRASES USED WHEN:

- Taking a message
- Leaving a message
- Customer service
- Setting an appointment

TELEPHONE SKILLS

- Leaving/taking messages
 - Pages 9, 31
- Setting appointments
 - p15 (scheduling a product demonstration),
 - p32 (scheduling an interview),
 - p34 (scheduling a training session)
 - p39 (scheduling a visit to a new community center)
 - p44 (scheduling an inspection)
- Making/responding to complaints
 - Pages 23, 25, 42

OFFICE CULTURE

ALWAYS BE POLITE AND PROFESSIONAL

- ❖ When someone leaves a message, let them know that their message is important and will be delivered promptly.

OFFICE CULTURE

ALWAYS BE POLITE AND PROFESSIONAL

- ❖ If you are the caller, be thankful for any assistance/support you have received.

OFFICE CULTURE

ALWAYS BE POLITE AND PROFESSIONAL

- ❖ Sometimes customers can be angry.
STAY PROFESSIONAL.
- ❖ Relations don't dictate how the exchange should be handled.