

TELEPHONE BOARD GAME



Teacher notes

This easy game can be used in conjunction with telephone role-playing activities, including practicing how to deal with problems and complaints when dealing with companies. This is a activity that reinforces vocabulary.

The game board can be printed out on two sheets of paper and taped together. I printed enough so that the students could play in groups of three and four. I provided inexpensive and colorful mini-erasers for game pieces. Use one die (dice) per group.

Students begin at “start” (Pick up) and continue around the board and up the middle to the “Hang up” (Finish.) They are phoning a large company, the Acme Company, about a missing order. As they progress around the board, they will be transferred from department to department, put on hold, and cut off. If the game squares do not say something like “go forward one space” or “go back three spaces,” then the student passes the die to the next player.

The “switch places with another player” square is handy for switching places with a player who has advanced further than you. This feature was popular with my competitive students!

As a variation, students could role-play and dialogue every time they are put through to a new department, carrying on a pretend dialogue with the various departments in the company. There are many telephone role play dialogues available on the internet.

TELEPHONE PHRASES GAME

Pre-activity vocabulary:

Telephone phrases:

Pick up, hang up _____

Call up, call _____

Put through _____

Cut off _____

Put on hold _____

“You’ve reached the _____ department.
Your call is important to us. Please continue to hold.”

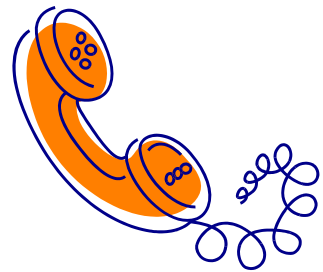
Business phrases:

Shipping _____

Order Desk _____

Complaints Department _____

Vice-President, President _____



Discussion questions:

Have you ever phoned a large company and used a voice menu? (“Press 1 for English, Press 2 for Spanish,”) Is this convenient or do you like to talk with a real person instead?

Have you ever had to wait “on hold” a long time? What kind of company was it?

Have you or has a member of your family ever had a job answering the telephone for a large company?

Do you think it is best to stay polite and be patient when calling to make a complaint or to solve a problem, or “does the squeaky wheel get the grease.”?