

Personal details

By Nick Southey

Lesson focus: giving and getting information on the telephone

Level: Pre-intermediate and above

Number of students: between two and eight

Time needed: 30-40 minutes

Stages

- 1 Tell students to imagine that they have to buy some life insurance. Ask them what personal details that they expect the insurance company to ask for, e.g phone number, date of birth.
- 2 Write a list of their ideas on the board adding any others that you think are appropriate. Ensure that all the contact information is included – phone number, address, e-mail.
- 3 Put students in pairs and ask them to write the questions they would ask to find the different personal information on the list. Bring students together and compare questions.
- 4 Get the students to ask you the questions and write your answers. Make sure they ask you how to spell any word they need. Focus on how you read your e-mail address. Practise more e-mail addresses, paying particular attention to dot (.), at (@), dash (-) and underscore(_).
- 5 Put the students in pairs. Give each student a copy of the Potential Client form sheet and read the instructions. Give one student in each pair a role card. They role play the conversation starting with the opening line's suggested and then the appropriate question from the boxes below and the information on the card. When they finish, change roles and start again with a different role card.
- 6 Bring students together and ask them to identify the inappropriate question in each question box and draw a line through it. For weaker students, do this stage before the role play.
- 7 Individually, ask the students to write down as many phone numbers and e-mail addresses as they know without looking in their address books or phone. After two minutes, see which students has the most numbers and addresses. He reads out a few examples and the other students write them down. Check they have the correct details on the board.

Personal details: Potential Client form

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Work in pairs. Student A works for an insurance company. Student B takes a character card and calls Student A to ask for a quote for life insurance. Student A asks questions to complete the company's form for potential clients. Below the form are suggestions for different questions that you could ask to find the information. Be careful : **One question in each box is not appropriate. You need to cross out the inappropriate questions before you use questions from the table.**

The conversation will start as follows –

Student A “ Good morning. JTP Insurance. How can I help you?

Student B “ Hello, I am phoning for a quote for life insurance. I saw your advertisement in the newspaper.”

Student A “Certainly Sir/Madam. I just need to ask you a few questions.
First

Possible questions

Remember – one question in each box is inappropriate. Cross out the inappropriate questions before you use questions from the table. (The first one is done for you.)

Who's calling, please?

~~Who are you?~~

What's your name, please?

Can I take your name?

Are you having a wife?

Are you married?

What is your marital status?

How many years do you have?

How old are you?

Can I ask how old you are?

Do you have children?

Are you parent?

Have you got kids?

Where do you live?

Where are you living?

What is your address?

Can I take your address?

Are you a smoker?

Do you smoke?

Are you smoking?

What nationality do you have?

Where were you born?

Where are you from?

Where do you come from?

Do you sport?

Do you take regular exercise?

What exercise do you do?

What do you do?

What is your occupation?

What do you work?

Can I take your phone number/e-mail address?

Give me your phone number/e-mail address.

What is your phone number/e-mail address?

Personal details: Character cards
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Character cards

Name Janusz Czarnowski
Age 36
Address 24a Hayleigh Road, Manchester
Nationality Polish
Job Plumber
Marital Status Divorced
Children 2 sons
Smoker Heavy smoker
Exercise None but has very physical job
Telephone 02578 350881
E-mail janusz@jennings.co.uk

Name Caitlin Marsh
Age 40
Address 14 High Street, Knightsbridge, London
Nationality Irish
Job Market researcher
Marital Status Engaged
Children 1 son from previous marriage
Smoker Trying to give up smoking
Exercise Cycles to work and back
Telephone 09542 3882011
E-mail cmarsh@broadresearch.co.uk

Name Ewan O'Neill
Age 41
Address 30 Oakdale Avenue, Ipswich
Nationality Scottish
Job Accountant
Marital Status Separated
Children 3 daughters
Smoker Non smoker
Exercise Jogs to work and back everyday
Telephone 09680 544378
E-mail eoneill@squires.co.uk

Name Sheila Harcourt
Age 37
Address 4b Stirling Drive, Carlisle
Nationality Welsh
Job Human resources manager
Marital Status Single
Children 2 sons with ex-partner
Smoker smokes 10-15 cigarettes a day
Exercise Goes to the gym 3 times a week
Telephone 04580 3665271
E-mail sheila.harcourt@quakers.co.uk

Name Graeme McNeish
Age 39
Address 18 Eastleigh Court, Hastings
Nationality Northern Irish
Job Security guard
Marital Status Married
Children Wife is pregnant with first child
Smoker Occasional smoker
Exercise Plays ice hockey every week
Telephone 05208 6337118
E-mail gm1@crimestoppers.co.uk

Name Jean-Yves Tourlion
Age 42
Address 16 Deighton Drive, Tourquay
Nationality French
Job Lawyer
Marital Status Divorced
Children 2 sons and a daughter
Smoker Gave up smoking last year
Exercise Rows for his local team
Telephone 02569 4772003
E-mail jytourlion@nhsroyalfree.gov.uk

Name Kieran Jeffries
Age 38
Address 43 Yates Road, Aylesham
Nationality English
Job Civil servant
Marital Status Married
Children None
Smoker 5 cigarettes a day
Exercise Swims a couple of times a week
Telephone 01335 652802
E-mail k.jeff@inlandrevenue.gov.uk

Name Stephanie Wright
Age 56
Address Flat B, 12 Elm Avenue, Salisbury
Nationality Canadian
Job Freelance journalist
Marital Status Widow
Children 2 daughters
Smoker No
Exercise Aerobics class twice a week
Telephone 01877 638212
E-mail s.wright@jayline.com

Personal details

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KEY

The **inappropriate** questions are:

Who are you?

Are you having a wife?

How many years do you have?

Are you parent?

Where are you living?

Are you smoking?

Where were you born?

Do you sport?

What do you work?

Give me your phone number / email address.