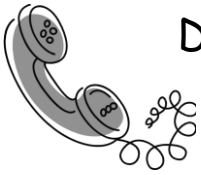


TELEPHONE & OFFICE ENGLISH

Department of Civil Servant Development, Taipei City

24 April 2015

Teacher: Donovan Watson



Time	Topics	Activities
Part 1: Telephoning		
09:20-09:40	"I had a busy week!"	Mingling activity
09:40-10:15	Politely Calling	Speaking and listening
10:25-11:40	Making contact	Speaking and listening
11:40-13:10	LUNCH	
13:10-13:45	"Could I speak to the manager?"	Speaking and listening
13:45-14:05	"Did they leave a message?"	Speaking and listening
Part 2: The Office		
14:15-15:00	Mail Me!	Reading and speaking
15:00-16:00	Conversations with Colleagues	Speaking and listening
16:00-16:30	Working 9 to 5!	Listening

