

Access English Centre Immigrant Centre Manitoba

“What’s wrong?”

Work-Out Activity- Pair Work (Telephone conversation)

20-25 minutes

High Beginner Level

Facilitator Note: This is a fun activity for participants to practice so that they will know how to report their problems to their landlord whenever they need to report. The participants will practice the very basic sentence structure while learning about how to report problems by phone.

Materials: Participants need: Pictures and Activity sheet, pencils/pens Facilitator needs: Whiteboard and whiteboard markers	
5 min.	Procedure: 1. Pre-teach/Review the following words: (10 minutes) (apartment, landlord, tenant, suite No. ceiling, leaking, sink, plugged, toilet, clogged, window, broken, mold, cockroaches, kitchen, dirty carpet, paint, fell off) 2. Introduce the question form: “What is the problem?” and the answer “My ceiling is leaking.” 3. Write the following 2 prompts on the board to demonstrate the exercises such as asking a student “What is wrong with your apartment?” etc.
15-20 min.	4. Explain to the group that they are to ask each other questions. The goal is to familiarize how to ask “Wh questions and how to report the problems properly. 1) Pair Work - role play: One participant will be the landlord and one participant will be the tenant. Look at the pictures and phone the landlord to tell him/her the problems. Ex. A: “Hello, my name is Ming. My suite No. is 1234. I want to report a problem.” B: “Hello, Ming. What is the problem?” A: “ My ceiling is leaking. What should I do?” B: “ I will come to check it right now.” 2) Switch their role from the landlord to the tenant.

Telephone conversation

For example:

Shanshan: Hello, Mr. Smith. This is **Shanshan** from **Suite** 1234. I want to report a problem.

Mr. Smith: Hello, **Shanshan**. What is the problem?

Shanshan: My **ceiling** is **leaking**. What should I do?

1. ceiling, Leaking



2. kitchen Sink, plugged



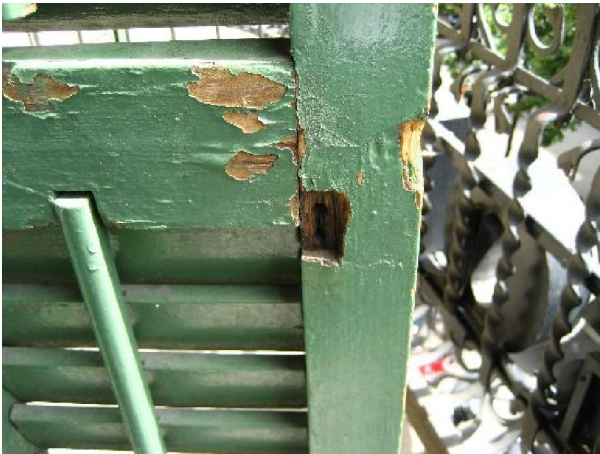
3. toilet, clogged.



4. window, broken



5. door lock, broken



6. cockroaches, my kitchen



7. Mold on the wall



8. Dirty carpet



9. the paint fell off

