# Giving and checking letters, numbers and symbols

**Letters come in groups**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| d**ay** | b**ee** | B**e**d | **I** am | N**o** | **You** | C**ar** |
| **A**  **H**  **J**  **K**  gr**ey** | **B**  **C**  **D**  **E**  **G**  **P**  **T**  **V**  **Z**(US)  gr**ee**n | **F**  **L**  **M**  **N**  **S**  **X**  **Z**\_\_(UK)  r**e**d | **I**  **Y**  wh**i**te | **O**  yell**ow** | **U**  **Q**  **W**  bl**ue** | **R**  ma**r**oon |

**Ordinal Numbers**

1st - Monday is the **first** day of the working week.

2nd - Tuesday is the **second** day of the working week.

3rd - Wednesday is the **third** day of the working week.

24th - Christmas Eve is the **twenty fourth** of December.

**Useful symbols and signs**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **( )** | brackets (UK) parenthesis (US) | | ( open brackets ) close brackets | |
| **/** | slash or stroke | | **\** | back slash |
| **-** | dash | | **\_** | underscore |
| **.** | full stop (UK) | | **,** | comma |
| UPPER CASE | | lower case | **bold** | *Italic* |
| underlined | | ~~crossed out~~ |  |  |

**I’m sorry, I didn’t catch your name**

A: My name is Wellsbridge.

B: *How do you write that?*

**LL – double L**

A: That’s W – E – L – L – S – B – R – I – D – G – E .

B: *Thank you Mr Wellsbridge. And your first name?*

A: My first name’s Michael.

That’s M - I - C - H - A - E – L.

**88 – double eight**

B: *And could you give me your telephone number, please?*

A: Of course, 069 – 88 44 31.

**“0**” in telephone numbers is often said as **Oh** (UK) or **zero** (US)

B: *Let me read that back to you.*

*Oh six nine / double eight / double four / three one.*

# Checking customer information

**Sheet A**

Ask your partner the odd numbered (1, 3, 5 etc.) questions. Answer the even numbered questions that your partner asks.

1. When did you send the package?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

€ 3,872.05

3. What was the transportation cost?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LBJ – 463/AE-1

5. What is the transaction number?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

29 77 4 / 12 44 A

7. What is your company’s VAT code?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DE 27 5055 0098 2398

9. What is the BIC number of that account?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

00 49 69 83 88 92 and my extension is 485

# Checking customer information

**Sheet B**

Answer the odd numbered questions (1, 3, 5, etc.) that your partner asks.

Ask your partner the even numbered questions.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

23rd March this year

2. What was the value of the package?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4% of € 840 / € 33.60

4. Can you give me your customer code?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

K32 / 19 (OO3)

6. Do you know the insurance number?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DE 23987045398

8. What is the IBAN number of your account?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HELADEG11GG

10. What telephone number can I call you back on?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Just Checking

Each step takes **one minute** (maximum).

Participants sit in a rough circle, each makes a note of his / her personal code.

1. Ask the person on your left for their personal code.

Check your understanding and write it down. *Don’t let your partner see what you write.*

2. Ask the person on your left for the name and personal code of the person on their left.

Check the spelling and write it down. *Don’t let your partner see what you write.*

3. Ask the person on your left for the name and personal code of the person on the left of the person on their left.

Check the spelling and write it down. *Don’t let your partner see what you write.*

*Continue until your own details have reached the person on your RIGHT.*

Check that the details are correct.

|  |  |  |
| --- | --- | --- |
| **Your Neighbour** | **First Name** | **Personal Code\*** |
| 1st Neighbour |  |  |
| 2nd Neighbour |  |  |
| 3rd Neighbour |  |  |
| 4th Neighbour |  |  |
| 5th Neighbour |  |  |
| 6th Neighbour |  |  |
| 7th Neighbour |  |  |

**\*** *your personal code is an 8-10 digit string using upper case, lower case and symbols. For example:* ***cS/80-iE\?*** *or* ***Pd\_(19?]a***

**Trainer Notes**

**Taking note of names, email addresses, codes etc. is a tricky business for beginners. This exercise offers great practice for anyone at CEFR B1 or below who has to note down detailed information (particularly on the phone).**

* The first table really helps with the pronunciation of letters of the alphabet – especially if you can print it in colour. Quickly practice the pronunciation of the letters within the groups.
* Participants spell out / and note down commonly used people and place names.
* Elicit the (names of) useful keyboard symbols (= & < \* # etc.)
* The pair-work exercise was put together for a logistics company but should be generic enough for most learners. The members of the pair take it in turns to ask / read the question.
* The wrap up exercise is a variation of Chinese whispers – the message is repeated half a dozen times with the aim of passing it on accurately each time.