



Basic Life Skills Lessons

Voice Mail Systems



Voice Mail Systems

Learning Objective:

- 1) Understand when and how to leave a message, knowing what to include to ensure a call back
- 2) Know how to set-up an out-going message
- 3) Understand how to listen to your messages and also how to delete messages so that you can receive new messages

Materials:

- 1) Voice mail template included in this lesson
- 2) Student's cell phone or home phone
- 3) Teacher's cell phone

NEW Vocabulary:

telephone – teléfono
 message – mensaje
 voice mail- buzón de voz
 call back- regresar la llamada
 numbers 1-10
 purpose-propósito
 name – nombre
 Who – Quien
 Why – Por qué
 What- Que
 When- Cuando

LANGUAGE NOTE: The following lesson is intended to be taught in Spanish for beginning English Language Learners. If your students have a more advanced language level, this same lesson can be taught using as much English as is appropriate.

LESSON NOTE: The student's phone system can be set in English or Spanish whichever is most appropriate for student's language level. Outgoing message can be recorded in both languages. Teacher could record out-going message in English and student could record same message in Spanish.

Time	Procedure
5 Minutes	I. Give Pre-Assessment
5-10 Minutes	II. Warm-up (in English or Spanish) Begin the lesson by asking questions about student's voice mail system: Have you ever left a message on a voice mail in English or Spanish? Are you able to receive messages? Do you know how to leave a message? What are the things that you say when you leave a message? Do you know how to check and delete your messages?
10 Minutes	III. Information needed before making a phone call Ability to clearly state name and spell last name in English (<i>hint for teacher, write out phonetic pronunciation of student's spelling of last name</i>) Know phone number: <ul style="list-style-type: none"> • Have your phone number in hand, practice saying phone number in English number by number. Clarify purpose of the call. What is the best time to get back to me?
10-15 Minutes	IV. Record out-going message and practice calling one another to leave a message using the template below.

Teacher and student record out-going message.
 Leave messages for one another and then practice listening to message.
 Practice deleting messages after listening to them.

10-15 Minutes

VI. Give Post-Assessment

VII. Conduct Skills Assessment Below

Have the student call your office or cell phone to leave a voice mail message. Once complete, assess how they completed the task using the rubric below.

Enhancement Activities

Students listen to recorded phone conversations and answer questions based on the dialogues.

Calling the Migrant Education Office

Who is calling? Hi my name is _____

Why are you calling? I would like English Classes

How can they reach you? You can call me at (802)555-5555

When can they call you back? Any day after 5pm

How can they reach you? You can call me at 802-555-5555

Recording an Out-Going Message

Hi, you have reached (student name)_____. Please leave a message with your name, number, reason you are calling, and the best time to return your call.

Skills Assessment Rubric

1	2	3	4
<p>Student is unable to leave an understandable voice mail message or record an out-going message</p>	<p>Students message contains all the correct information but an English speaker would not understand. Students out-going message is recorded in Spanish.</p>	<p>Students message contains all the criteria in the template and is understandable for an English speaker. Students out-going message is recorded in Spanish and English.</p>	<p>Students message contains all the criteria in the template <i>and</i> is understandable for an English speaker <i>and</i> the complete voice mail system is understood</p>



Leaving a Voicemail Message

Pre-Assessment

Date: _____

Name: _____

Circle the correct answer.

1. If you call someone and they don't answer the phone, what should you do?

- a. Hang up the phone. Do not leave a message.
- b. Leave a complete message with your name, phone number, and a good time to return your call.
- c. Leave a message with just your name.
- d. Call back again and again until someone answers.

2. Can someone return your call if you do not leave your phone number?

Yes

No

3. What are the most important things to remember when leaving a voicemail message?

- a. clearly stating your full name
- b. a phone number for calling you back
- c. best time to reach you
- d. all of the above

4. Should you have all necessary information ready before you make a phone call?

Yes

No

5. Do you need to delete your messages in order to be able to receive more?

Yes

No

Total Correct: _____



Dejando Un Mensaje de Voz
Pre-Evaluación

Fecha: _____

Nombre: _____

Circula la respuesta correcta.

1. Si llamas a alguien por teléfono y no contesta, ¿qué puedes hacer?

- a. colgar y no dejar mensaje
- b. dejar mensaje en Inglés o en Español
- c. dejar un mensaje solo con tu nombre
- d. seguir llamando hasta que alguien conteste

2. ¿Te pueden llamar más tarde si no dejas tu número telefónico?

Sí

No

3. ¿Qué es importante que recuerdes cuando dejas un mensaje de voz?

- a. decir claramente tu nombre completo
- b. dejar un número telefónico para que te regresen la llamada
- c. decir la mejor hora para localizarte
- d. todos los anteriores

4. ¿Es importante tener a la mano toda la información que necesitarás antes de hacer una llamada?

Sí

No

5. ¿Se necesitan borrar mensajes para poder recibir más?

Sí

No

Total de Aciertos: _____



Leaving a Voicemail Message
Post-Assessment

Date: _____

Name: _____

Circle the correct answer.

1. If you call someone and they don't answer the phone, what should you do?

- a. Hang up the phone. Do not leave a message.
- b. Leave a complete message with your name, phone number, and a good time to return your call.
- c. Leave a message with just your name.
- d. Call back again and again until someone answers.

2. Can someone return your call if you do not leave your phone number?

Yes

No

3. What are the most important things to remember when leaving a voice mail message?

- a. clearly stating your full name
- b. a phone number for calling you back
- c. best time to reach you
- d. all of the above

4. Should you have all necessary information ready before you make a phone call?

Yes

No

5. Do you need to delete your messages in order to be able to receive more?

Yes

No

You are sick and cannot go to work. What information would you leave in a phone message to your boss? (not scored) _____

Total Correct: _____

