Telephone & Post Office Skills
INTRODUCTION

Before tutors and students can begin planning lessons, goals need to be set according to those expressed by the student and his/her existing level of English. Once the goals have been set (to gain employment, to be able to shop independently, to be able to communicate with their children's teachers, etc.) then the planning can begin.

This packet (1 of 10) has been developed to assist tutors in creating lessons that will help students in a practical manner in their every-day life. Life skills are listed under each topic or subject with ideas for practice activities. The use of real-life material, e.g. actual application forms, the telephone directory, the newspaper, in the lesson provides the student an opportunity to practice in a safe, non-threatening environment. Some examples of real-life material are included.

To give the tutor and the student satisfaction that progress is being made toward the goals, an Achievement Log has been developed. The log is for the recording by the student of those accomplishments achieved beyond and outside the lesson time. It might be that your student can now make phone calls, help a child with homework, write a note or fill out an application form. An awareness of these changes will motivate your student to set the next goals.

Materials for These Techniques

- Newspaper ads
- Telephone Directories
- Post Office forms
- 3" x 5" index cards
- Colored Markers
- Post-It Notes
TELEPHONE & POST OFFICE SKILLS

Here are some life skills that can be used as the basis for a lesson with suggestions for practice activities.

The Telephone:

1. Speak, read, and write numbers 9 through 0.

2. Speak and write own telephone number.
   
   Suggestions: Exchange and record telephone numbers.

3. Call locally and long distance from a home phone.
   
   Suggestions: Together practice making a phone call to each other. Call each other during the week. Practice making a variety of different calls, e.g. medical appoints, calls to the school to report a child’s absence. Discuss telephone etiquette.

4. Call locally and long distance from a pay phone.
   
   Suggestions: Together visit a pay phone. Examine the instructions. Practice making a call together. Ask your learner to call you during the week from a pay phone.

5. Use a phone card to make a call.
   
   Suggestions: Discuss use of a phone card, where to buy phone cards, and which phone cards offer the best value.

6. Use a telephone directory White Pages or the Internet to look up specific names, phone numbers, and addresses.
   
   Suggestions: Together examine different sections of the White Pages, e.g. government offices, important and emergency numbers, Zip Codes, maps, international calling, etc.

7. Use operator assistance to find a phone number.
   
   Suggestions: Together practice making a call for directory assistance.

8. Call 911 in an emergency.
   
   Suggestions: Discuss uses of the emergency number and what information should be given when making an emergency call.
9. **Understand the use of cell phones.**

   **Suggestions:** Discuss cell phone plans and costs and cell phone etiquette.

10. **Read and use the Yellow Pages and Internet to find information.**

    **Suggestions:** Discuss the different kinds of information found in the Yellow Pages and on the Internet. Select a business and list the information needed to obtain service: telephone number, address, hours open, etc.

11. **Read and understand a telephone bill.**

    **Suggestions:** Collect a variety of telephone bills. Examine the bills. Choose the words that the learner needs to know to understand the bill.

12. **Practice calling the telephone company to discuss a bill discrepancy.**

13. **Understand and use toll free (1-800 and 1-888) numbers.**

14. **Leave and take a telephone message.**

    **Suggestions:** Leave messages for each other.

15. **Leave a recorded message on an answering machine or voice mail.**

    **Suggestions:** Leave messages for each other.

16. **Request a phone service from a telephone company.**

    **Suggestions:** Practice a telephone conversation requesting a service. Compare telephone plans and costs.

17. **Listen and respond to phone menus.**

18. **Discuss how to handle telemarketing calls.**

    **Suggestions:** Role play different responses to telemarketing calls.
The Post Office:

1. Ask for and purchase stamps over the counter.

   Suggestions: Together practice asking for stamps. Visit a post office, read the signs posted, and buy stamps. Discuss different places to purchase stamps.

2. Purchase stamps at a vending machine.

   Suggestions: Together visit a machine, read the instructions, and purchase stamps.

3. Mail letters.

   Suggestions: Write a short note or post card, address the envelope or card, and mail it. Discuss the importance of Zip Codes and where to find them.

4. Understand how to use certified mail, express mail, and other mail services.

   Suggestions: Collect the necessary forms. Select the words that the learner needs to know. Practice filling in the forms. (See pages 8-9).

5. Understand how to send packages.

   Suggestions: Discuss different carriers and costs. Collect the necessary forms. Select the words that the learner needs to know. Practice filling in the forms. (See pages 8-9).

6. Understand postal rates and costs for different types of mailing services.

7. Read pick-up schedules on mail boxes.

   Suggestions: Visit and examine mail boxes.

8. Request that the Post Office hold or forward your mail.

   Suggestions: Discuss when mail is held and when it should be forwarded. Practice filling out the necessary forms. (See page 11).

9. Fill out a “Change of Address” form. (See page 10).

10. Request a money order.
Activities for Building Vocabulary

Scavenger/Treasure Hunt: Make a list of words relating to the topic being studied, e.g. food, furniture, dictionary terms, etc. and ask the student to find them as you follow along, or if feasible, bring the objects to you. Variation: Say the word and ask the student to write the word on a Post-it Note and attach it to the located object.

Scrabble Game. Distribute the Scrabble tiles as directed by the game. Ask the student to spell out any word he/she can with these pieces. Play and score as in regular Scrabble as you and the student compete for points. Variation: Have student throw a die to determine how many tiles can be picked from all the tiles on the table and used to form words.

Reading Numbers. Create a deck of cards consisting of one digit on each card. Shuffle and lay down three cards, for example 3, 5, and 2. Read the number aloud. Ask student to place one card next to any of the three digits and then read aloud the resulting number. For example, placing a 4 next to the first card results in “four hundred fifty-two.” Placing a 4 next to the second card results in “three thousand four hundred fifty-two.” Variation: Place a dollar sign to the left and include a decimal.

Board Game. Trace around a quarter to form a series of circles across the top, bottom, and both sides of a sheet of paper. Write a vocabulary word inside each circle. Ask student to roll a die and move his/her marker (button or penny) that many spaces and then say a sentence using the word on which he/she landed. Variation: Play the same way but student asks a question using the word handed on.

Dictation. Select or compose a short story or passage containing vocabulary words studied. Dictate the story. Provide the student with a printed version of the story with lines representing words omitted. Ask the student to listen to the story and write in the missing words on the lines provided as the dictation is given. Gauge the number of missing words according to the ability of the students—provide a small number for beginners and a larger number for more advanced students. Variation: Record the story on a tape so the student can do it as homework and can listen to the tape as often as needed.

Strip Story. For beginning students, write each sentence that makes up a short story on strips of paper. For more advanced students write the main events that make up a story on strips of paper, one event to each strip. Read the story to the student or ask the student to read it. Ask the student to arrange the strips of paper in the proper order of the story.

Concentration. Write matching pairs of vocabulary words on cards, e.g. holidays and the dates, antonyms, synonyms, idioms, etc. Place the cards face down on the table. Student turns over one card and tries to find the matching card. If cards match, they are left on the table face up. If cards do not match, both cards are turned over and two more cards are selected. Game continues until all cards have been turned over. Variation: Play this game with two or more students.

Create Your Own Wordsearch

Name: ___________________ Date: ___________________

Words:

1. HELLO  -  8. PHONE
2. NUMBER  -  9. ZIP CODE
3. AREA CODE  -  10. ADDRESS
4. LONG DISTANCE  -  11. TELEGRAM
5. MAIL
6. STAMPS
7. MESSAGES

Copyright © 2005 Literacy Volunteers of DuPage
OFFICIAL MAIL FORWARDING CHANGE OF ADDRESS ORDER

Please PRINT items 1-10 in block or black ink. Your signature is required in Item 9.

1. Change of Address for:  
   (Please include instructions)  
   Individual (RS)  
   Extra Family (E)  
   Business (B)  
   Temporary?  
   Yes  
   No

2. Is This Move  
   Temporary?  
   Yes  
   No

3. Start Date  
   MM/DD/YY

4. PRINT OLD MAILING ADDRESS BELOW, HOUSE/RESIDENTIAL STREET NAME (INCLUDE ST, AVE, CT, ETC) OR PO BOX

   7a. OLD  
   7b. OLD  
   7c. OLD

   PRINT NEW MAILING ADDRESS BELOW, HOUSE/RESIDENTIAL STREET NAME (INCLUDE ST, AVE, CT, ETC) OR PO BOX

   8a. NEW  
   8b. NEW  
   8c. NEW

5. Print and Sign Name (See conditions on reverse)  
   Print:  
   Sign:  
   Date:  
   MM/DD/YY

6. If BUSINESS

   Move, Print
   Business Name

7. FOR PUERTO RICO ONLY: If address is in PR, print urbanization name, if appropriate.

   7a. For Puerto Rico Only: If address is in PR, print urbanization name, if appropriate.

   7b. For Puerto Rico Only: If address is in PR, print urbanization name, if appropriate.

8. Date  
   MM/DD/YY

9. Official Use Only

   Date  
   MM/DD/YY

   Signature  
   Date:  
   MM/DD/YY

Visit us at www.usps.gov/howtochange to change your address online.

Page 10 - Telephone & Post Office Skills
Copyright © 2005
Literacy Volunteers of DuPage
Complete this section only if customer selected option B) Accumulated mail has been picked up.

Accumulated mail: Resume delivery of mail (date) By

NOTE: Complete and give to your letter carrier on mail to the post office that delivers your mail.

We can hold your mail for a minimum of 30 days, but not for more than 30 days.

Toold: Visit Lowe's.

To localize a store nearest you, call 1-800-4-LOWE5.

Visit Lowe's.

For all your building needs.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.

Send this card to magazines, businesses, friends and family to let them know you've moved.
ACHIEVEMENT LIST OF REAL LIFE SKILLS USING ENGLISH

<table>
<thead>
<tr>
<th>What have you achieved and what are you able to do now or do better in everyday life?</th>
<th>Listen</th>
<th>Speak</th>
<th>Read</th>
<th>Write</th>
</tr>
</thead>
<tbody>
<tr>
<td>Write and speak home telephone number</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Use a pay phone for local calls</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Take telephone messages</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Check (✓) any changes/achievements.

- Received U.S. Citizenship
- Registered to Vote or Voted for the first time
- Gained Employment
- Obtained Job Advancement
- Obtained GED
- Entered other Ed.or Voc Program

What do you still want to learn?

What do you want to be able to do?

---

Page 12 - Telephone & Post Office Skills
Copyright © 2005
Literacy Volunteers of DuPage