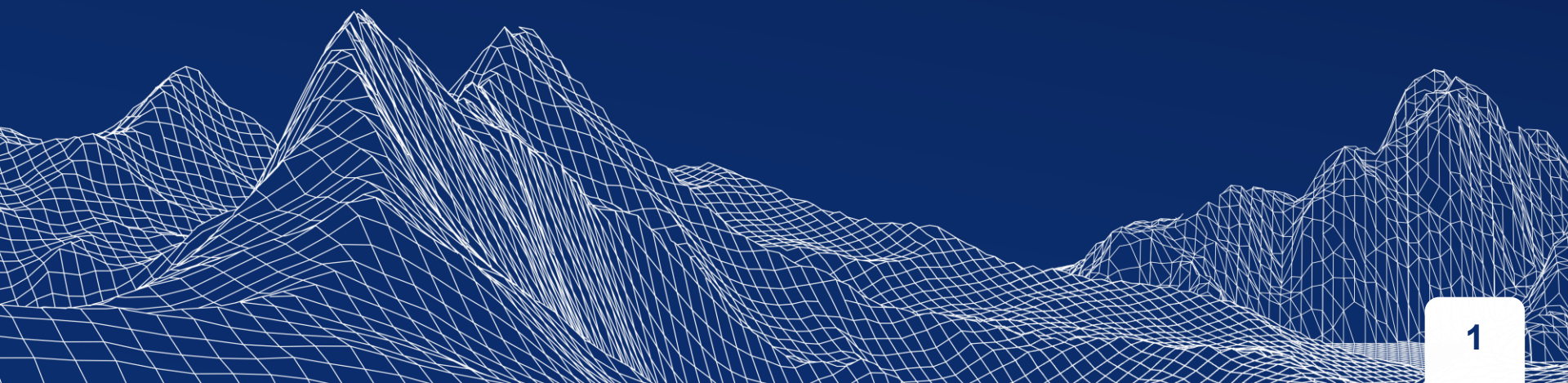
NATIONAL GEOGRAPHIC LEARNING

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STANDOUT 3

Team Project 3



Read the conversation.

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[Approx. 1 min]

1. **What are utilities?**
   Utilities are services like water, electricity, and gas.
2. **What utilities do you pay for?**
   I pay for electricity, water, and internet.
3. **If you rent, does your landlord pay for any utilities?**
   Yes, my landlord pays for water and garbage.
4. **What information can you find on your utility bills?**
   You can find the amount, the due date, and your account number.

Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

1. **What are utilities?**
   Utilities are services like water, electricity, and gas.
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Select pairs to change the conversation with your prompts.

Read the conversation.

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[Approx. 1 min]

Recording:	Thank you for calling Southern Texas Gas. Your call is very important to us. Please wait for the next available customer service representative.
Representative:	Hello, my name is Liam. How may I help you?
Vu:	Um, yes. My family is moving next week, and we need to have our gas turned off here and get the gas turned on in our new home.
Representative:	What is your current address?
Vu:	3324 Maple Road.
Representative:	What is your name, sir?
Vu:	Vu Nguyen.
Representative:	When would you like the gas turned off?
Vu:	Next Wednesday, please.
Representative:	And what is your new address?
Vu:	5829 Bay Road.
Representative:	And when would you like the gas turned on in your new home?
Vu:	This Monday, please.
Representative:	OK. Your current service will be turned off sometime on Wednesday the 11th, and your new service will be on before eight on Monday morning, the 9th. Is there anything else I can do for you?
Vu:	No, that's it.

Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

Recording:	Thank you for calling Southern Texas Gas. Your call is very important to us. Please wait for the next available customer service representative.
Representative:	Hello, my name is Liam. How may I help you?
Vu:	Um, yes. My family is moving next week, and we need to have our gas turned off here and get the gas turned on in our new home.
Representative:	What is your current address?
Vu:	3324 Maple Road.
Representative:	What is your name, sir?
Vu:	Vu Nguyen.
Representative:	When would you like the gas turned off?
Vu:	Next Wednesday, please.
Representative:	And what is your new address?
Vu:	5829 Bay Road.
Representative:	And when would you like the gas turned on in your new home?
Vu:	This Monday, please.
Representative:	OK. Your current service will be turned off sometime on Wednesday the 11th, and your new service will be on before eight on Monday morning, the 9th. Is there anything else I can do for you?
Vu:	No, that's it.

Select pairs to change the conversation with your prompts.

Read the conversation.

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[Approx. 1 min]

Tenant: Hello. This is John in Apartment 3B.

Landlord: Hi, John. What can I do for you?

Tenant: The air conditioning in our apartment isn't working. (*State the problem.*)

Landlord: OK. I'll send a handyman over to fix it tomorrow. (*State the solution.*)

Tenant: Thanks.

Review the conversation and select pairs to read the conversation.

Practise the conversation.

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[Approx. 3 mins]

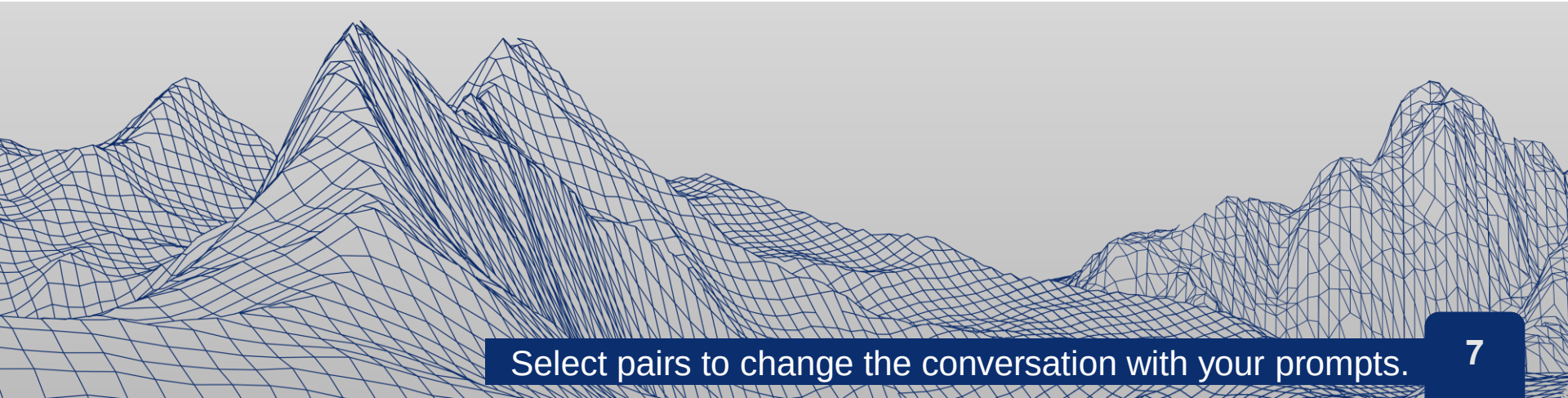
Tenant: Hello. This is John in Apartment 3B.

Landlord: Hi, John. What can I do for you?

Tenant: The air conditioning in our apartment isn't working. (*State the problem.*)

Landlord: OK. I'll send a handyman over to fix it tomorrow. (*State the solution.*)

Tenant: Thanks.



Select pairs to change the conversation with your prompts.

Scenario: The Moving Day Helpers

A new student, Alex, is moving into a new apartment this weekend. Two friends, Sam and Taylor, are helping. On moving day, they discover a few problems that need to be fixed. Sam is good at talking to people on the phone, and Taylor knows a lot about how apartments work. They need to:

1.Call the landlord to report a problem in the new apartment.

2.Call the utility company to turn on the electricity.

3.Talk about what other utilities (like water and internet) are and who pays for them.

Roles:

- **Alex:** The student moving into the new apartment.
- **Sam:** The friend who helps make phone calls.
- **Taylor:** The landlord *and* the utility company representative.

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[Approx. 5 mins]

Explain the scene to the students.

Sample Conversations

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[Approx. 5 mins]

Alex: Sam, Taylor, thank you for helping me move!
Sam & Taylor: You're welcome!
Alex: Oh no! The kitchen light isn't working.
Sam: You need to call the landlord. Here, use my phone.
Alex: *(calling)* Hello. This is Alex in Apartment 2A.
Taylor: *(as Landlord)* Hi, Alex. What can I do for you?
Alex: The light in the kitchen isn't working.
Taylor: Okay. I'll send someone to fix it tomorrow.
Alex: Thanks!
Sam: We also need to call to turn on the electricity.
Alex: Can you help me call, Sam?
Sam: Sure.
(Sam calls)
Taylor: *(as Utility Rep)* Hello. Thank you for calling City Power. How can I help you?
Sam: Hello. My friend is moving into a new apartment. We need the electricity turned on.
Taylor: What is the new address?
Sam: 45 Pine Street.
Taylor: What is your friend's name?
Sam: Alex Chen.
Taylor: When do you want the electricity turned on?
Sam: Today, please.
Taylor: Okay. The electricity will be on today. Is there anything else?
Sam: No, that's it. Thank you.
Alex: What other "utilities" do I need?
Taylor: Utilities are services like electricity, water, and internet.
Alex: What utilities do I pay for?
Taylor: You pay for electricity and internet. Your landlord pays for water.
Alex: Perfect. Thank you both for all your help



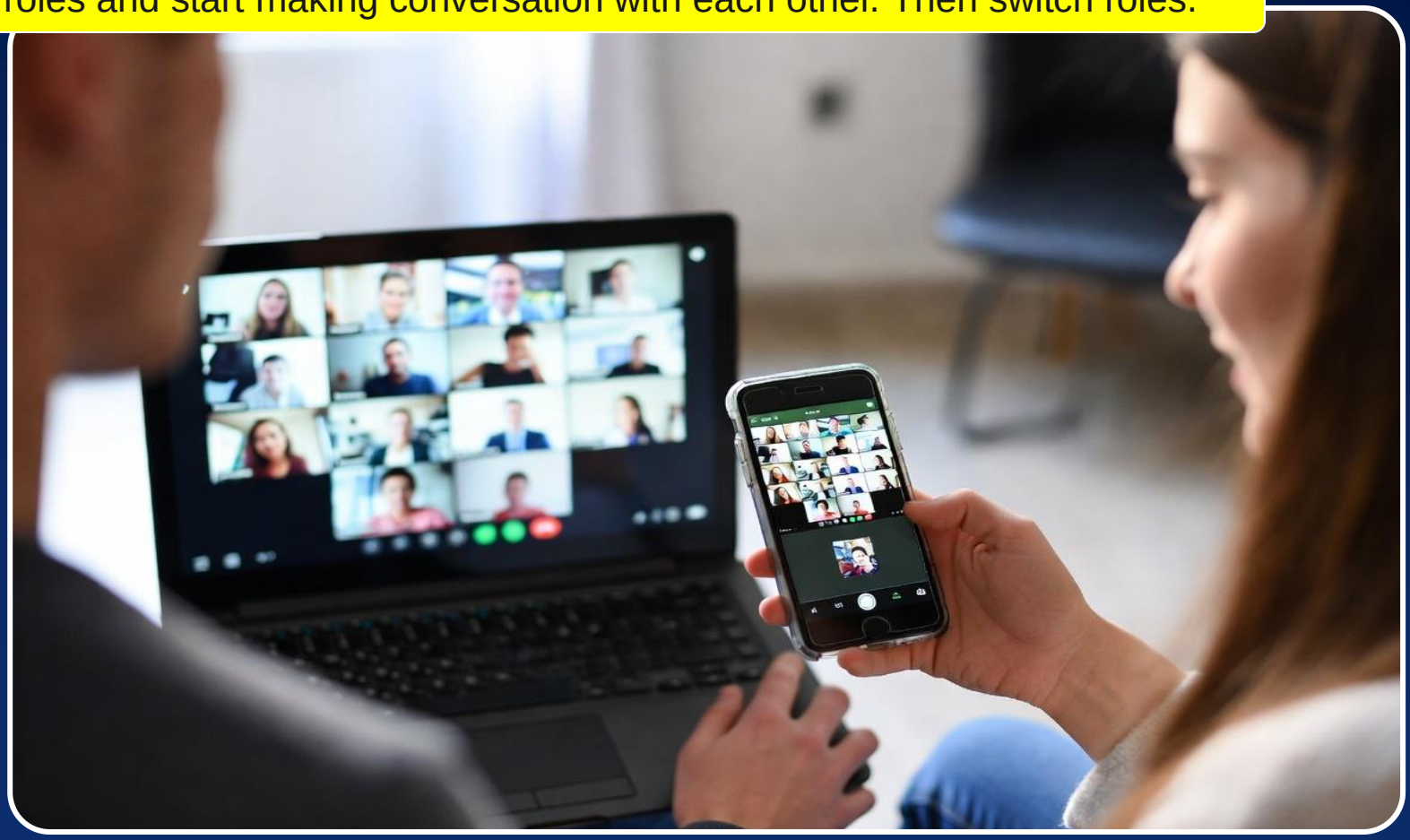
Select groups to read the conversation.

In groups

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Take roles and start making conversation with each other. Then switch roles.



[Approx. 6 mins]

Put the Ss in breakout rooms and have them perform the conversation based on the scenario. All the roles must be switched among them.

Class Sharing

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[Approx. 10 mins]



Ask all the groups to quickly share in class.