



The New Beginnings **Program** 'TNBP'

English as a Second Language (ESL) Lessons

Intermediate Level

*Part of the **ARK** department at Life In Christ LInC Ministry*

*'**Together** We Can Help Pave The Way **To A Better Life**'*

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ESL Topics Covered

Day	ESL Theme/ Topic
COURSE 1	
Day 1	Common Vocabulary
Day 2	Listening and Speaking: How to be a Good Listener
Day 3	Reading: How to Skim or Scan a Text?
Day 4	Body and Injuries
Day 5	Listening: How to Make an Appointment
Day 6	Grocery Shopping
Day 7	Reading: Taking Care of the Environment
Day 8	Speaking: Employment
Day 9	Writing and grammar: Email Writing
Day 10	Making Plans

Sample Lesson

Listening

Lesson: How to Make an Appointment.

Teacher's Notes: (5 minutes)

Small Talk Ideas: as the students are coming in, you can start the conversation with them by asking these questions:

- How are you? How was your week? Introduction of new students.
- Review of homework.

Start the Lesson: (10 minutes)

Start by asking the following questions:

- What is an appointment?
- Can you give some examples of appointments?
- Do you think it is easy to make an appointment?

Example answers:

- An arrangement for a meeting (Merriam-webster dictionary) or an arrangement to meet someone at a particular time and place (Oxford Dictionaries).
- Example of appointments: doctor's appointment, car mechanic, haircut appointment, financial advisor appointment, ...etc.
- It is sometimes easy and sometimes difficult; it depends on the type of the appointment and the English level of the speaker.

Video material: these videos are optional material that you can use at the beginning of the lesson.

- Making different types of appointments: <https://www.youtube.com/watch?v=Mta4yj5pliY>
- Making a doctor's appointment: <https://youtu.be/G07V0aOmWTI>

Let Us Practice: (20 – 30 minutes)

You will now play this audio recording; it contains three different types of appointments. Ask the students to pay attention to the details and try to write down some details on their notebooks.

You can play one recording at a time and take up the answers later. Note, you can play the recordings as many times as the time permits.

Audio clip: <https://drive.google.com/file/d/1zxvkuDmgNoFxl76yh7Qdy4YQDgiBKS14/view>

We will listen to the clip again, except this time, you will try and fill out this sheet while listening to the audio clip. This is good practice for taking notes when someone is speaking.

Teacher's Answer Key:

Conversation 1: Doctor.

Clinic: Dundas Medical Clinic. Can you hold for a moment?

Patient: Yes.

Clinic: How can I help you?

Patient: I'd like to book an appointment to see Dr. Scott.

Clinic: Just a moment please. The next available appointment is Friday at 10 a.m.

Patient: Oh, I'm sorry, I can't make it then. Are there any openings in the afternoon on Friday?

Clinic: Let me check. Yes, you can see him at 3:30 p.m.

Patient: That's great, thank you.

Clinic: May I have your chart number please?

Patient: Yes, it's Z7823.

Clinic: Your name is Michael Hayes?

Patient: Yes. Okay, so that's Friday, June 8th 3:30 p.m.

Clinic: Yes.

Patient: Thank you, Bye.

Clinic: Bye.

Conversation 2: Mechanic

Garage: Reliable Auto Services. Can I help you?

Client: Yes, I was wondering if I could bring my car in this morning for an oil change.

Garage: No, I am afraid it's not possible this morning. We're really busy.

Client: Okay, what about tomorrow morning?

Garage: Yes, tomorrow's fine.

Client: Is 9:30 a.m. okay?

Garage: 9:30 is fine. May I have your name please?

Client: Yes, it's Eric Rosenberg.

Garage: Okay, 9:30 tomorrow.

Client: Thank you. See you then. Bye.

Conversation 3: Hair Salon

Salon: Good morning, Kelly's Hair Salon. How may I help you?

Customer: Oh, hello. I have an appointment to get my hair cut today at 4:30 p.m. but I'm afraid something's come up and I have to cancel it.

Salon: May I have your name, please?

Customer: Yes. It's Kim Sora – S-O-R-A.

Salon: Okay, that's fine. Would you like to book another appointment?

Customer: No, thank you, not right now. I'll call back to reschedule. Thank you.

Salon: You're welcome. Bye.

Customer: Bye.

Sample Student Activity

Fill in the blanks.

Conversation 1: Doctor

Clinic: Dundas Medical Clinic. Can you _____ for a _____?

Patient: Yes.

Clinic: How can I help you?

Patient: I'd like to _____ an appointment to _____ Dr. _____.

Clinic: _____. The next _____ appointment is Friday at _____ a.m.

Patient: Oh, I'm sorry, I _____ then. Are there any _____ in the afternoon on _____?

Clinic: _____. Yes, you can _____ him at 3:30 p.m.

Patient: _____, thank you.

Clinic: May I have your chart number please?

Patient: Yes, it's _____.

Clinic: Your name is Michael Hayes?

Patient: Yes. Okay, _____ Friday, _____ 3:30 p.m.

Clinic: Yes.

Patient: Thank you, Bye.

Clinic: Bye.

Conversation 2: Mechanic

Garage: Reliable Auto Services. Can I help you?

Client: Yes, I was _____ if I _____ bring my car in this morning for an _____.

Garage: No, _____ it's not possible _____. We're really busy.

Client: Okay, _____ tomorrow morning?

Garage: Yes, _____.

Client: _____?

Garage: _____. May I have your name please?

Client: Yes, it's Eric Rosenberg.

Garage: Okay, _____.

Client: Thank you. _____. Bye.

Conversation 3: Hair Salon

Salon: Good morning, Kelly's Hair Salon. _____?

Customer: Oh, hello. I have an appointment to get my hair cut today at 4:30 p.m. but _____ something's _____ and I have to cancel it.

Salon: May I have your name, please?

Customer: Yes. It's Kim Sora – S-O-R-A.

Salon: Okay, _____ Would you like to _____ another appointment?

Customer: _____, not right now. I'll call back to _____. Thank you.

Salon: You're welcome. Bye.

Customer: Bye.

Homework.

The students are to memorize the following vocabularies. You can ask them to copy them down on their notebooks. You can also ask them to put each word in a sentence.

#	Word	Meaning
1	Appointment	An arrangement to meet someone at a particular time and place
2	Cancel	To decide that an event will not happen
3	Available	Free and able to do something
4	Schedule	To assign a fixed time to do something
5	Busy	engaged in action or doing something

Teaching Tips.

- It is always important to prioritize your tasks, keep track of time and review the lesson plan in advance. Understanding and reviewing the lesson plan is essential to be ready to confidently answer any questions from students.
- When teaching English as a second language (ESL), it is common for your students to try to use their first language instead of English. Especially if few of them speak the same language, they try to communicate together in that language. In this situation, you should let them know that it is always better to speak poor English than to speak their native language. This will help them practice and improve their English level.
- You might have some students who are not as engaged in the lesson or they tend to be quiet. In this case, it is recommended that you try to get to know their personality and their learning style. Some students are interested in the lesson, but they are shy to participate. As an ESL teacher, you need to be willing to adapt to the student's needs and abilities.

More tips and suggestions are provided in the curriculum.