

OLD-SCHOOL COMMUNICATION

- Have you ever received or written a handwritten letter? How did it feel?
- Do you think people were more thoughtful in their communication in the past?
- What do you think is the most romantic way to communicate?
- Do you know anyone who still sends postcards?

MODERN COMMUNICATION

- What's your favourite way to stay in touch with friends?
- Do you feel pressure to reply quickly to messages?
- How do you deal with misunderstandings in text or online chats?
- Can emojis replace words? When do they help or hurt communication?
- Is it easier or harder to communicate clearly now?

CHALLENGES AND CULTURAL ASPECTS

- Do you ever feel overwhelmed by digital communication? How do you cope?
- Do you change how you write based on the platform (e.g., Instagram vs email)?
- Do you think young people today are good communicators? Why or why not?
- In your culture, are people more direct or indirect when they communicate?
- What's something we've lost with modern communication? What's something we've gained?

Phones and technology

1 COLLOCATIONS

- a Circle the right word. Tick (✓) if both are possible.
- I need to charge / unplug my phone – the battery's very low.
 - Can you give / make me a call this afternoon?
 - I need to make / do a few calls now. I'll get back to you later.
 - Do you want my mobile number or my landline / home phone?
 - I've been calling Tom on his mobile, but it's engaged / busy all the time.
 - I know he's been trying to call me all day because I have three lost / missed calls from him.
 - You have reached the voicemail for 555-4890. Please leave a message after the tone / beep.
 - In some English villages, the reception / coverage isn't very good and people can't get a good sign / signal for their mobile phones.
- b 332)) Listen and check.

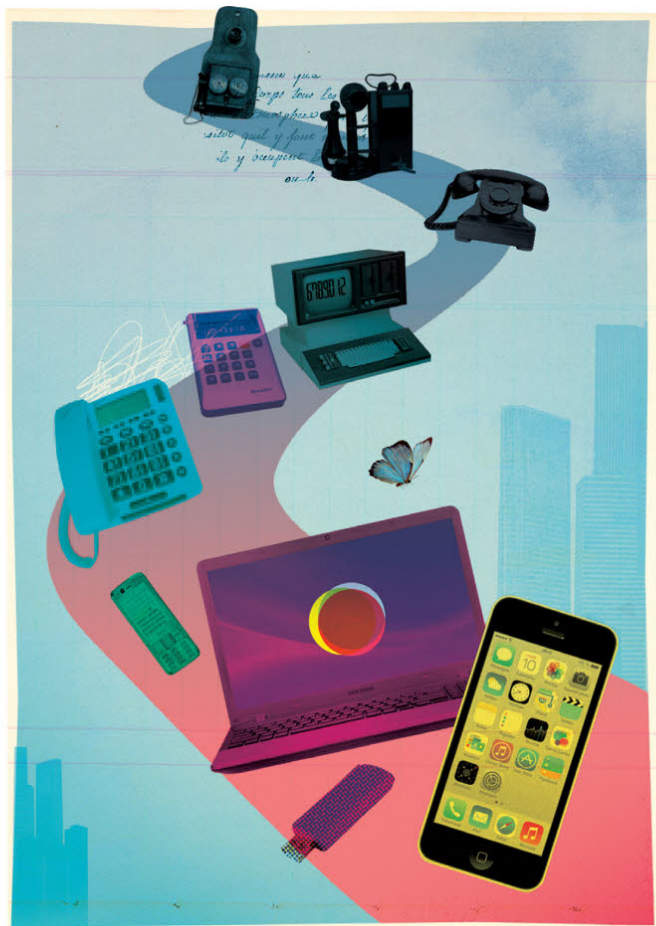
2 PHRASAL VERBS

- a Complete the sentences with the phrasal verbs in the list.

cut off free up get through hang up log in
put through run out scroll down speak up top up

- Sorry, I have to hang up now. My flight's about to board.
- We were Skyping, but then we were suddenly _____ in the middle of the conversation.
- My mobile is pay-as-you-go so I have to remember to _____ my credit from time to time.
- I'm not sure if I'll be able to print the whole document as the black ink is about to _____.
- I tried calling her office, but I couldn't _____. The lines were permanently busy.
- Sorry, I can't hear you very well. Could you _____ a little?
- If you hold, I'll _____ you _____ to the Accounts department.
- If you already have an account with us, _____ with your username and password.
- I need to delete some files to _____ more space on the hard drive.
- If you _____ the page, you'll see the attachment at the bottom.

- b 333)) Listen and check.



3 SIMILAR BUT DIFFERENT

Talk to a partner. How would you explain the difference between...?

- a screen and a touch screen
- a keypad and a keyboard
- a password and a passcode
- your contacts and your settings
- broadband and Wi-fi
- a netbook and a tablet
- an update and a pop-up
- a cookie and a virus
- streaming and downloading

tip Change the language on your phone, tablet, or laptop to English. You will very quickly reinforce your phone and technology vocabulary!

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THE 90S KID STARTER PACK CHALLENGE

Imagine it's the year 1995. The internet hasn't entered your home yet — no smartphones, no Google, no TikTok, no memes.

In pairs, you'll design a "starter pack" for someone living in the 90s.

A starter pack = a small collection of must-have items that someone would need to survive or succeed in a specific situation.

STEP 1: CHECK THE EXAMPLE

Activity: *To have fun*

Starter Pack Might Include:

- A Walkman and cassette tapes
- A stack of comic books or magazines
- Board games or cards
- A Tamagotchi
- A bike and a best friend



STEP 2: CREATE THE STARTER PACK

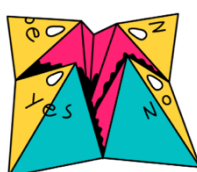
Think: What would someone need in 1995 to complete this task?

Include at least 5 items and be as specific and funny as you like. You'll have to explain what each item was for.

Bonus points for nostalgia (retro items, slang, 90s pop culture)



Activity: <i>Doing a school project</i> - - - - -	Activity: <i>Planning a trip</i> - - - - -	Activity: <i>Ordering food at home</i> - - - - -
Activity: <i>Falling in love and going on dates</i> - - - - -	Activity: <i>Communicating with friends (in town or even abroad)</i> - - - - -	Activity: <i>Avoiding boredom on a rainy day</i> - - - - -



- What do you think people had more of before the internet?
- What has improved with internet access at home? What has become worse?
- Could you survive a week with no internet at home? What would you do?
- Would you rather date someone by letter or through an app? Why?
- What's something the internet has completely changed for your generation?



TEEN LIFE ON THE LANDLINE (BACK IN THE 90S)

Fill in the blanks using the words below. There is one extra word.

privacy – voicemail. – hallway – dream – message – nothing – picked up –
internet – arguments – whisper – forget – phone – texting

Before mobile phones and social media, the landline was everything – especially for teenagers. If you wanted to talk to your crush, ask a friend for help with homework, or plan the weekend, you had to pick up the house (1) _____ and hope for the best.

First challenge? (2) _____. Most homes had only one phone – and it was often in the (3) _____ or kitchen. So if your parents weren't already listening in from the other phone (yes, that was possible!), they were walking past you while you tried to (4) _____ something embarrassing. And if you had siblings? Forget it – they'd (5) _____ the phone just to annoy you.

Second problem? Missed connections. If your friend wasn't home, the phone just rang. No (6) _____, no text, no "sorry, I missed your call" message. You had to try again later – or leave a (7) _____ with someone's little brother, who might (8) _____ to pass it on.

And of course, if someone else was using the phone, you had to wait. For teens in the 90s, "Can you get off the phone?!" was a daily source of (9) _____. Some even got their own private phone line (the ultimate (10) _____).

Still, those long phone calls – sometimes hours at night, just chatting about (11) _____ – were something special. There were no emojis or (12) _____...just your voice, your imagination, and hoping nobody picked up the second line.

Vocabulary 2: communicating with others

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- 1 Complete the sets of sentences using a verb from the box in the correct form. Which verb fits all the sentences in each set?

say speak talk tell

- 1 a) I've never a lie in my life.
b) I don't believe in tales.
c) You should always the truth, no matter how much it hurts.
d) I'm good at jokes.
- 2 a) I don't a word of German, but I'd like to learn.
b) My teacher sometimes so quickly that I can't understand a word he says.
c) If I get bad service in a shop, I always ask to to the manager.
d) I like people who aren't afraid to their mind.
- 3 a) I to my friend on the phone every day.
b) I enjoy politics with my friends.
c) My boy/girlfriend and I have about getting married.
- 4 a) I'm always things I shouldn't.
b) Everyone I would be a good manager.
c) I can't I enjoy learning English.

- 2 Read the sentences again, and say which are true for you. Explain your answers.

- 2 Complete the following dialogues with an appropriate preposition.

- 1 A: I'm so sorry you're leaving.
B: Me too – but we'll keep touch.
- 2 A: I'm calling to check on my pizza order – it hasn't been delivered yet.
B: I'm sorry – did you order phone or person?
- 3 A: Can I contact you email?
B: Yes, of course – I'll give you my email address.
- 4 A: Steven's missed a lot of classes lately.
B: Has he? Maybe we should have a word him.

- 5 A: How did you two get to know one another?
B: Actually, we met a friend.
- 6 A: Have you known each other long?
B: Yes, we've been going out one another for a year.

- 3 Work with a partner. Look at the highlighted phrases in the following sentences, and decide what they mean. Then write four short dialogues, ending with the sentence given.

- 1 OK, I'll send them by post.
- 2 Could you put that in writing, please?
- 3 No, I found out about it by word of mouth.
- 4 You can get more details on their website.
- 5 It's in the post.

Example:

A: *I'll email you the details, shall I?*

B: *I'm not on email.*

A: *OK, I'll send them by post.*

USING THE TELEPHONE

1 The texts to three different telephone conversations have been scrambled together. Sort them out into the three conversations. Then put them in the right order.

- ☎ Hello, Taylor Residence.
- ☎ Does he have your number?
- ☎ Hello. Can I speak to Mary, please?
- ☎ Sure. Could you just tell him that Jane called and ask him to call me back when he gets out of the shower?
- ☎ Oh well, maybe we can see it some other time.
- ☎ That'd be great. Maybe some time next week, O.K.?
- ☎ That'd be fine. So I'll call you on Thursday, all right?
- ☎ Bye bye.
- ☎ Hello. 276964.
- ☎ O.K., I'll let him know you called.
- ☎ Oh, yeah! I'd completely forgotten. I'm sorry, I can't make it tomorrow. I've got a lot of work right now.
- ☎ Hello. Could I speak with John, please?
- ☎ Yes, I'd like to speak to Mr. Smith, please.
- ☎ Thank you. Bye.
- ☎ Bye.
- ☎ Yes, I think he does.
- ☎ No, that's all right. I'll try again later. Thank you.
- ☎ Great. Talk to you on Thursday, then. Bye.
- ☎ Hello. Bernstein Bank. May I help you?
- ☎ This is Mary speaking.
- ☎ Hi, Mary. It's David. I was just ringing to make sure that we're still on for the cinema tomorrow.
- ☎ Goodbye.
- ☎ Hold on one second. I'll see if he's in. *Pause*. I'm sorry, John's in the shower right now. Can I take a message?
- ☎ Hold on, I'll put you right through. *Pause*. I'm sorry. Mr Smith is in a meeting right now and can't come to the phone. May I take a message?
- ☎ Bye.

2  Listen to the recording and check your answers. Can you tell which of the speakers are British and which are American?

3 In pairs, act out the following telephone conversations.

Jo calls Pat and invites him to a concert. Pat accepts.
Sophie calls the telephone company to complain about her bill. She reaches a secretary who tells her that the manager of the complaints office is having his lunch break and won't be back for an hour.

Conversation 1

Hello, Taylor Residence.

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Conversation 2

Hello.

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Conversation 3

Hello. Bernstein Bank. May I help you?

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Ben calls his piano teacher to say that he can't come to his lesson this week because he is ill. She too is ill and her husband takes the call. He is more than curious that both his wife and Ben are ill with the same thing.