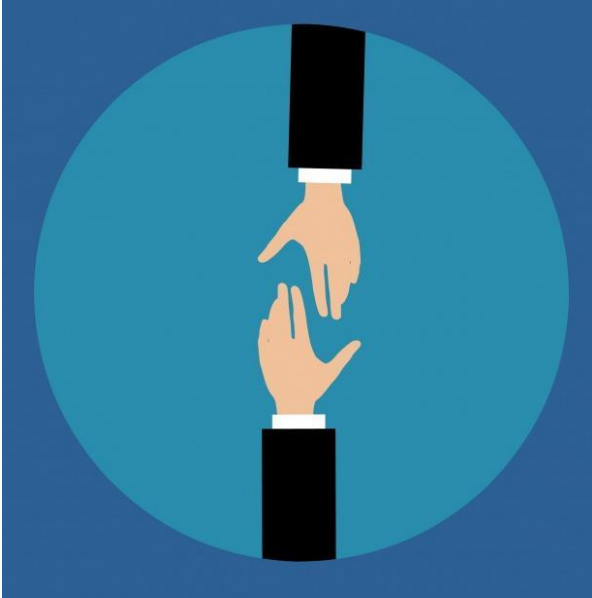


Listening & Matching Activity

Instructions: Teacher read these short dialogues aloud. Learners listen and match to the correct picture (e.g., help sign, interpreter, form, language, phone, etc.).

Dialogues	Picture
A: I need help, please. B: Ok, wait one moment, I will get someone to help you. A: Thank you!	
A: Can I have a form in Urdu? B: Yes, I'll see if I can find one for you. A: Thank you. B: Please wait here.	

A: I don't understand. Can you help me?

B: Yes. Do you need an interpreter?

A: I'm not sure...

B: What language do you speak?

A: I speak Urdu.

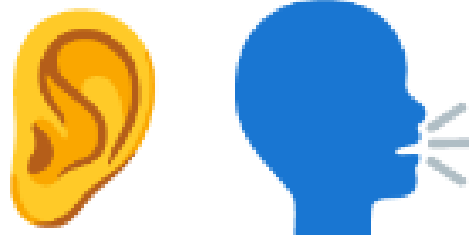


A: I need an interpreter.

B: Ok, what language do you speak?

A: I speak Farsi.

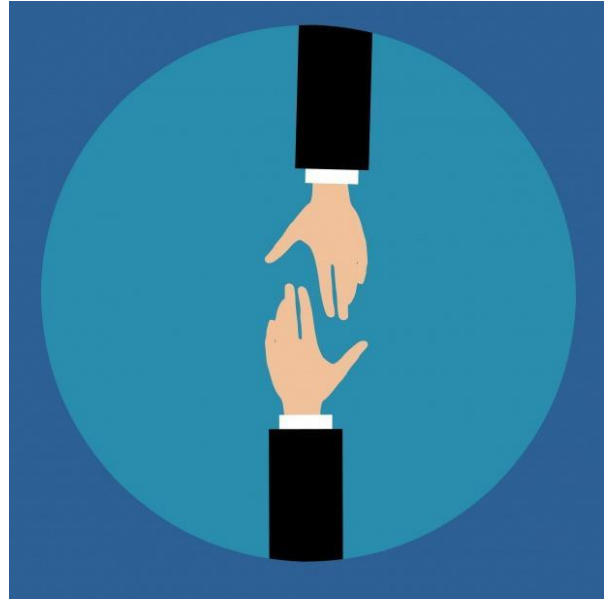
B: Ok, I will arrange a Farsi speaker to interpret for you.



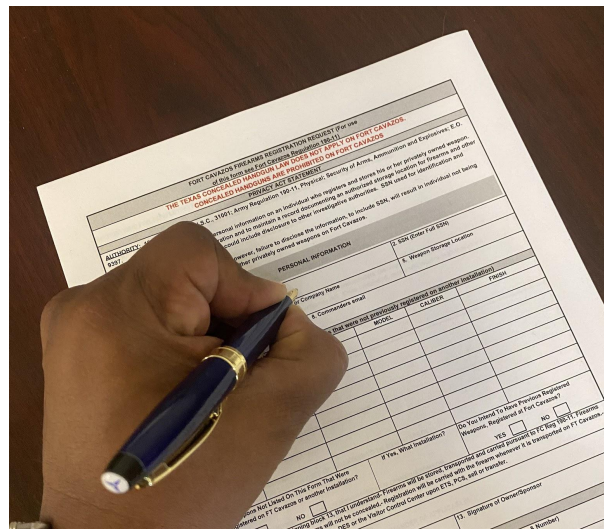
I speak Arabic.



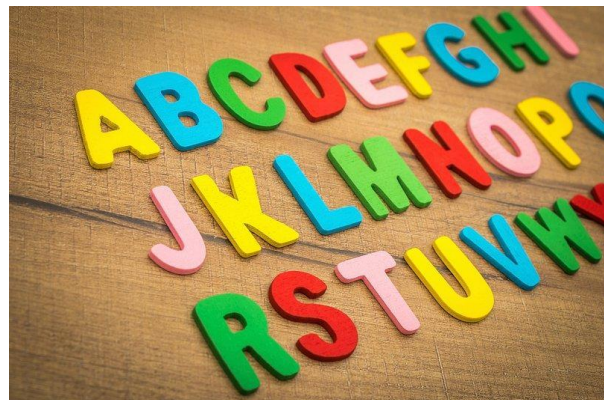
Can I get a form, please?



I need help filling the form.



I speak a little English.



Activity: Roleplay – At Reception

Learners take turns being the receptionist and visitor. Use cue cards to say:

Receptionist Cue cards

Good morning
How can I help?
What is your name?

Visitors Cue cards

I need help
I need a form in Arabic
I don't understand
I need an interpreter
My name is.....

Practice with Forms and Questions

In pairs: one asks, one answers. E.g., 'What's your name?' - 'My name is Fatima.' Then fill in a form. Provide a simple form for the learners to complete.

Ask a question...	Answer.....
What's your name?	My name is.....
What language do you speak?	I speak....
Do you need help?	Yes I need help to fill in a form
Do you need an interpreter	Yes I need an interpreter
	No I don't need an interpreter

Say a sentence with 'Help', 'Interpreter', 'Form', learners listen for the correct word and mark it off. The learner that gets all the correct answers first is the winner!

Vocabulary Bingo

Help	Need	Can	Speak	Understand
Form	Interpreter	Language	Name	I