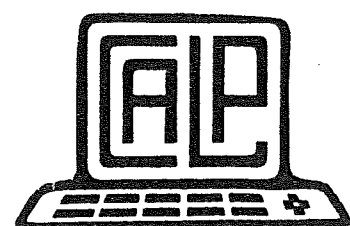


Phone  
Orders



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Phone

Orders

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C o m p u t e r

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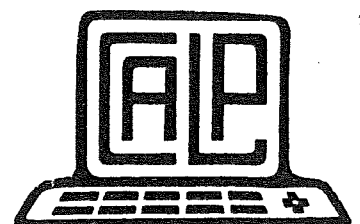
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### AIMS

1. To learn how to use the yellow pages of the telephone directory.
2. To learn how to use the telephone effectively.
3. To teach phrases that might be used for telephone enquiries.
4. To increase confidence in an everyday situation.
5. To give practical keyboard experience with the emphasis on accuracy.
6. To give a chance to work logically through a problem solving activity.

### ACTIVITIES INVOLVED

Stage 1 - A training session on how to use the yellow pages.

Stage 2 - The Trainee on the computer orders everything needed to landscape a property. This is done by looking up numbers in the yellow pages and ringing them up. The Trainee copies the spoken responses in the mock telephone calls. As they successfully "buy" each item, the property is shown with that part of the landscaping completed.

Stage 3 - A training session: role playing telephone conversations and then going on to make actual phone calls.

## REQUIREMENTS

### 1. PREPARATION AND FOLLOW UP

Before doing the computer program, a forty minute session, learning how to use the yellow pages, and how to best make telephone calls to order goods, (stage 1). Thirty minute session role playing and then making actual phone calls, after doing the computer program (stage 3).

### 2. SUPERVISION

Stages 1 & 3. Supervisor needs to run the preparation session and the follow up session.

### 3. EQUIPMENT

Stage 1 - Telephone directories.

Stage 2 - Computer

Stage 3 - Telephone directories and telephones.

### 4. TIME

Stage 1 - About 40 minutes instruction

Stage 2 - About 60 minutes to complete the program.

Stage 3 - About 30 minutes

## INSTRUCTIONS

### INTRODUCTION

Many Trainees are uncertain a) how to use the yellow pages efficiently, and b) how to use the phone to ask for information about prices to allow them to "shop around".

Essentially this program offers a role playing situation but in a game playing format, which will hopefully lead to an increase in confidence about making such calls.

### Stage 1: (USING THE YELLOW PAGES)

#### EQUIPMENT

Telephone Directories. (preferably 1 per person)

1. To teach the layout of the yellow pages.
  - a) Explain that the yellow pages are set out alphabetically according to the type of service or business, not the names of the firms.
  - b) Ask the Trainees to turn to the beginning of the yellow pages - the contents page.
  - c) Then turn to the page "How to use the Yellow Pages" Go through this with them, discussing the points made. eg. Different uses of the yellow pages.
  - d) Turn to the INDEX to get an idea of the headings. Note that sometimes you have to think around to get the headings eg. car parts is listed as automobile parts. But sometimes they are cross referenced, eg. look up bicycle, shoe repairs and adding machines.
  - e) Give them some services you want and have them find them in the index. eg. clean a carpet, have the dog spayed, hire a television, rent a flat, have your house springcleaned, move house etc.  
NB: Where possible use real examples that the Trainees suggest.
  - f) Look up the appropriate pages to see the names of the firms under those headings.

- g) Use the yellow pages to find out the prices.  
- Ask them to use the index again to find firms to ring if they wanted to get prices for e.g. a quick growing gum tree. A duvet, a single bed (new or used) and mattress, fertiliser garden tables and chairs, cement.  
NB: Where possible use real examples that they suggest.

## Stage 2

The trainee sits at the computer and has explained that he/she is about to landscape a property. To do this they require fertiliser grass seed, shrubs etc.

Essentially the program consists of two screens, on one of which is the directory and on the other is the telephone and a written transcript of the conversation.

To buy each item ( which must be purchased in the order given) The trainee firstly decides which type of firm would sell the item.(e.g. fertiliser from Garden Supplies or Lime works\*) If the trainee decides to look under Lime Works, the letter 'L' is displayed (using the arrow keys) and then selected by pressing ENTER. Under Lime Works there may be several firms listed. Their phone numbers are typed in to record them. The trainee then presses the BACK key to display the telephone page and make the call.

After typing in the number, the phone rings and in the top left corner of the screen a written conversation takes place.

If it is something said by the shop assistant the trainee needs only to press the space bar, but when it is the supposed response of the trainee e.g. " How much would 10 kg of grass seed cost me ?" the trainee must copy accurately the response and press ENTER before going on. The conversation must be completed before returning to the directory or ' dialling ' another number.

N.B. Not all firms listed in a category may stock the item required.

Having successfully purchased each item, the area to be landscaped is shown with that in situ e.g. grass lawn replaces earth after buying grass seed.

By the end of the program the area is fully landscaped.

\* The trainee should be encouraged to work these out themselves but if you get stuck:  
Fertiliser: Garden Supplies; Lime Works; Grass Seed: Garden Supplies, Trees: Nurseries; Cement: Concrete Products; Seats: Timber Merchants Furniture; Rocks: Quarries, Earth Movers.

Stage 3

(Making phone calls)

EQUIPMENT: Telephone directories and telephones.

Having used the computer program, Trainees should be more aware of possible phrases when asking for prices.

a) Discuss the sorts of things one would say on the phone if one was ringing to find out the price of something. Also what would the telephone operator and/or shop assistant be likely to ask you?

b) Role play several phone conversations if possible.

c) Phone some firms and ask about prices for an item you decide on. You may like to compare prices.

NB: Once again, real items for which you really do wish to know the price, will be more meaningful.



