

Troy Continuing Education TRAC Partnership with Oakland Literacy Council:

You can help adults learn English skills while practicing social distancing!



Complete in **20 minutes**

Practice **phone skills on 4 calls**

Help ESL Professionals Gain CONFIDENCE!

Tips

1. Confirm the phone call with your student in the morning on the day of the call by email or text message.
2. Read the script prior to the phone call. Each script is different.

What is TRAC?

Troy Continuing Education TRAC program is for skilled immigrants reskilling to match the U.S. job market. The students learn career-specific English to help them gain professional employment in the U.S.

How can you help?

Please consider connecting with a TRAC student to role play 4 career-specific phone calls. Your portion of the call is scripted. The students must create an appropriate and professional response to your script. Take notes and give the student positive and constructive feedback about their English phone skills.

What happens next?

1. Email Souad Sarakbi. Souad will be the liaison between OLC and TRAC.
ssarakbi@troy.k12.mi.us

Email Subject: TRAC Phone Calls
Message: My name is _____. I am available to help TRAC students. The best days and time for me are _____.
2. Souad will match you with a student. She will connect you and the student by email and also email you the appropriate phone scripts.
3. Schedule 4 phone calls. Each time you will complete a new phone script. Please give advice on how the student can improve their English phone skills.
 - a. Script 1: Both participants have a script. The tutor should check for pronunciation.
 - b. Script 2-4: The student must create an appropriate professional answer.
4. Please give advice to the student during the call and email feedback to Souad.