BBI 2420 ORAL INTERACTION SKILLS

PORTFOLIO

Instructions for students

For this course, you are required to spend at least an hour per week on this activity. You will do this work on your own. Please refer to the schedule on page 2 to find out your weekly task.

Some of the tasks require you to search for information on selected websites. If you are unable to access the website listed in the STUDENTS’ GUIDE, you are encouraged to look for other related websites. Just write the website address in your Internet Activity Log.

When you have spent a minimum of one hour on the tasks, please write your answers to the questions in the Activity Log. Remember to write your answers manually rather than print with your computer. You will need to record the date you did your work.

Your Portfolio is to be submitted for evaluation, so please make sure you complete all the tasks and submit your worksheets on time.

SUBMISSION DATE: 1 MARCH 2013
## STUDENTS’ GUIDE

<table>
<thead>
<tr>
<th>WEEK</th>
<th>ACTIVITY</th>
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| 1    | Log on to: timssstrategy.com/how-to-start-maintain-and-end-a-conversation-with-a-stranger/.  
Worksheet on how to start, maintain and end a conversation. Complete Activity Log 1/12. |
| 1    | Worksheet on constructing question forms. Complete Activity Log 2/12. |
| 1    | Worksheet on conversation skills. Complete Activity Log 3/12. |
| 2    | Log on to:  
http://elc.polyu.edu.hk/elsc/material/Speaking/discussion_skills.htm  
http://www.wikihow.com/Lead-a-Discussion  
Worksheet on discussion skills. Complete Activity Log 4/12 |
| 2    | Worksheet on forms and functions Complete Activity Log 5/12. |
| 2    | Worksheet on discussion skills Complete Activity Log 6/12. |
| 3    | Log on to:  
Worksheet on completing a survey questionnaire. Complete Activity Log 7/12. |
| 3    | Log on to:  
http://www.essex.ac.uk/myskills/skills/presentations/givingGoodPres.asp  
Worksheet on oral presentation skills. Complete Activity Log 8/12. |
| 4    | Log on to:  
http://www.bbc.co.uk/worldservice/learningenglish/grammar/pron/sounds/  
http://www.uiowa.edu/~acadtech/phonetics/  
http://international.ouc.bc.ca/pronunciation/  
Worksheet on pronunciation skills and dictionary use. Complete Activity Log 9/12. |
| 4    | Log on to YouTube:  
http://www.youtube.com/watch?v=GhhALfB_1Aw&feature=related  
http://www.youtube.com/watch?v=cS3BDGNDu_8&feature=channel  
http://www.youtube.com/watch?v=5brSO79Rfyl&feature=related  
http://www.youtube.com/watch?v=y1H2kZWjqtA&feature=related |
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| 5 | Worksheet on critiquing a powerpoint presentation slides.  
Complete Activity Log 11/12 |
| 5 | Log on to  
http://www.youtube.com/watch?v=ltvqfe8Uz2s&feature=related  
Worksheet on critiquing an oral presentation.  
Complete Activity Log 12/12 |
ACTIVITY LOG 1/12

Date:

1. Log on to:
   timsstrategy.com/how-to-start-maintain-and-end-a-conversation-with-a-stranger/.
   Read the article. Which part of this article did you find useful?
   Give ONE reason to support your answer.

2. What is the difference between starting, maintaining and ending a conversation?

3. State TWO examples of language expressions to start, maintain and end a conversation based on your daily life.
   
   **Starting a conversation.**
   
   Eg: Hi (name)!

   **Maintaining a conversation.**
   
   Eg: What do you do on Sundays?

   **Ending a conversation.**
   
   Eg: Have a nice day!
ACTIVITY LOG 2/12

Date:

Exercise 1

Knowing how to structure questions correctly is very useful in conversations and interviews. Review the relevant unit in your module before you attempt this exercise. Alternatively, you may refer to internet resources on question forms. Rearrange the given words to form questions.

Example:

0. [ books where / do you/ usually get/ your ]
   Question: Where do you usually get your books?
   Answer: I usually get my books from the bookshop.

1. [ read/ what /type of books / do you ]
   Question: ________________________________________________
   Answer: I read all types of books.

2. [ your / favourite author/ who is]
   Question: ________________________________________________
   Answer: My favourite author is Roald Dahl.

3. [ when /read / do you /usually ]
   Question: ________________________________________________
   Answer: I usually read before bed time.

4. [ do you ever / the / refer to /dictionary ]
   Question: ________________________________________________
   Answer: Yes, when I come across a word that I don’t know.

5. [ do you read /how many/ books/ in a month ]
   Question: ________________________________________________
   Answer: One to two.

6. [ you /like to read /do/ newspapers/]
   Question: ________________________________________________
   Answer: Yes, I read online newspaper.
7. [ why /magazines /do you /like /to read ]
   Question: _____________________________________________
   Answer: I like to read about the latest fashion.

8. [ you /start /reading /when did]
   Question: _____________________________________________
   Answer: When I was 5 years old, I think.

9. [ your children /do /enjoy reading ]
   Question: _____________________________________________
   Answer: Not really. They prefer to watch television.

10. [ do you /encourage /your children /to read/ how]
    Question: _____________________________________________
    Answer: By reading myself.

Exercise 2
Write questions for the given responses.

Example:
0. Question: What course are you doing?
   Response: I’m doing a course in Malay Literature.

1. Question: _____________________________________________
   Answer: This book costs RM25 only.

2. Question: _____________________________________________
   Answer: I go to the library twice a month.

3. Question: _____________________________________________
   Answer: I like to read newspapers so that I know about current events.

4. Question: _____________________________________________
   Answer: I read newspapers every morning at breakfast.

5. Question: _____________________________________________
   Answer: I like books on adventures.
Exercise 1

In the conversation below, expressions 2, 5, 6 and 7 have grammatical errors. Write the correct version in the space given.

Situation: While shopping at a bookshop, Sally met an old friend named Adiba.

Sally : Hi Adiba, how are you? (1)
Adiba : Hi Sally, I very fine. (2) What about you?
Sally : I’m doing great. (3)
Adiba : Are you looking for a book? (4)
Sally : Yes, I looking for a book. (5)
Adiba : What book are you like to read? (6)
Sally : Actually I very like cookery books. (7)
Adiba : Really? I didn’t know you like cooking. (8)
Sally : Well, I don’t cook much. When I find a recipe that I like, I show it to my husband. (9) He’s a good cook.
Adiba : What a good idea!

a. Incorrect: Hi Saiful, I very fine. (2)
   Correct: __________________________________________________________

b. Incorrect: Yes, I looking for a book. (5)
   Correct: __________________________________________________________

c. Incorrect: What book are you like to read? (6)
   Correct: __________________________________________________________

d. Incorrect: Actually I very like cookery books. (7)
   Correct: __________________________________________________________
ACTIVITY LOG 4/12

Date:

1. Log on to http://elc.polyu.edu.hk/elsc/material/Speaking/discussion_skills.htm
   What could you say when:
   
a. you want to ask someone to share his/her opinion
   
b. you want to share your opinion
   
c. you want to interrupt someone who is speaking
   
d. you want to ask for more information/clarification
   
e. control people who talk too much
   
f. end a discussion

2. Log on to http://www.wikihow.com/Lead-a-Discussion
   What new or interesting information did you find in this website?
   Did you find this activity useful? Why / Why not?
ACTIVITY LOG 5/12

Date:

**Exercise 1**
The dialogue below is a sample of a discussion among colleagues. Match the expressions in the dialogue with the correct language functions found in the table below. Then write the correct numbers in the brackets provided.

Mr. Brown: **Good morning, everyone.** Thanks for coming. (1)
(Executive Director)

**We're here today to discuss an urgent problem. The occupancy rate in our hotel has dropped drastically from 75% to 40% in the past 6 months.** Mr. Smith, since you are in charge of room reservations, could you please enlighten us on this matter? (2)

Mr. Smith: **Sure. First, competition is extremely keen in the hotel industry. Moreover, our hotel does not offer discounts and other benefits to our customers.** (3)
(General Manager)

Ms. Lim: **What exactly do you mean?** (4)

Mr. Smith: **Other hotels are offering a 20% discount on group rates. They also provide free continental breakfast and have fruit and flower baskets delivered to their rooms.** Don’t you think we should have something like this too? (5)

Ms. Lim: **Yes, I think so.** Maybe we could even throw in a complimentary buffet dinner and discount coupons for our hotel guests to use at the shopping mall downstairs. I’m sure we’ll be able to attract more guests to our hotel. (6)

Ms. Sania: **May I add something here?** I think that together with the special offers and discounts, we should also give our hotel a face lift. Nothing has been done in the past five years. Since I am in charge of housekeeping, I would like to point out that the rooms have to be refurbished. The carpets are frayed, the tiles in the bathrooms are stained and the furniture is old. (7)

Mr. Cooke: I agree entirely with Ms. Sania. I feel that we must also improve our restaurants. In fact, the cooking facilities are outdated, and we need to replace these with more modern cooking equipment. Furthermore, we ought to increase the variety of local and continental food served. With good food, good service, hospitality and cleanliness, our occupancy rate will improve.

Mr. Brown: **Are there any more complaints or suggestions?** Ms. Zeti, do you have anything to add? (8)

Ms. Zeti: Not really. I think that all the major problems have been discussed.
Mr. Brown: Okay then. I'll bring your suggestions to the attention of the Board when it meets next week. That's all for today. I'll call for another meeting after I've heard from the Board. Thanks for coming.

Example
To thank (0)

<table>
<thead>
<tr>
<th>To invite comments ( )</th>
<th>To interrupt ( )</th>
<th>To ask for clarification ( )</th>
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<tr>
<td>To agree ( )</td>
<td>To greet &amp; to thank ( )</td>
<td>To close ( )</td>
</tr>
<tr>
<td>To clarify ( )</td>
<td>To explain ( )</td>
<td>To introduce the topic of discussion ( )</td>
</tr>
</tbody>
</table>

**Exercise 2**

*Read the conversation below. Match the expressions in the dialogue with the correct language function found in the given table. Then write the correct function in the space provided.*

Betty: Hi, Zoe!
Zoe: Hello!

Betty: Who is this beautiful lady?
Zoe: I’m sorry. Let me introduce you to my friend, Tara. Tara, this is my friend, Betty.
Tara: Pleased to have met you, Betty.

Betty: Nice to meet you, Tara.
Zoe: Where are you headed?

Betty: Actually, I plan to watch a movie in *Alamanda* today.
Tara: Oh! What movie are you planning to watch?

Betty: Have you all heard of ‘*Toy Story 3*’?
Zoe: Of course I have, silly! I heard the animation is good but the storyline is so boring.

Betty: Do you all want to watch the movie with me?
Zoe: I’m afraid we can’t today, as we are having a group discussion shortly.
Tara: Perhaps, we can meet up another day?

Betty: That's a great idea!

Zoe: Ok, we have to go now. Our group discussion is at 3pm. Bye, Betty!

Betty: Bye, Zoe! It’s been nice meeting you, Tara. Bye!

Tara: Yeah, it’s a pleasure meeting you too. See you!

<table>
<thead>
<tr>
<th>To explain</th>
<th>To decline</th>
<th>To close</th>
</tr>
</thead>
<tbody>
<tr>
<td>To agree</td>
<td>To greet</td>
<td>To introduce</td>
</tr>
<tr>
<td>To respond to introduction</td>
<td>To enquire</td>
<td>To partially agree</td>
</tr>
<tr>
<td>To suggest</td>
<td></td>
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</table>
Read the dialogue below and write the most appropriate responses following the speech cues indicated.

Cheryl : Right, let’s begin. We’re here to discuss about our company’s annual dinner. We have decided that it would be held at the end of next month but we still have not found a place to hold the dinner. E.g: Does anyone have any place in mind? (To ask for suggestion)

Taylor : 1) _____________________________________________________________

(to give a suggestion) They serve a great buffet. Everyone loves a great buffet.

Edward : I think that’s a great idea but the place is a bit too far. I don’t think it’s convenient for everyone to go there. Let’s find some places closer to our workplace, so we all can go after work.

Cheryl : How about you, Deena? 2) _____________________________________________________________

(to ask for opinion)

Deena : Well, I agree with Edward there. It’s a bit out of the way. I don’t think it will be a popular choice among the workers.

John : Actually, I was thinking perhaps we could go to the Country Club. It’s quite nearby and we can get a discount on the price as I am a member of the club.

Edward : Oh, the Country Club. I heard that they serve great lobsters and pâtés. But, do you think the club will be available for us?

Deena : 3) _____________________________________________________________

(to ask for clarification).

Edward : Well, I heard that it’s difficult to get a reservation as it has to be done months in advance. And we are talking about a big company dinner here.
So, I have some worries.

John : Well, we may call first to see if we could make a reservation. I know the manager of the club. I'm sure he could help us.

Cheryl : Yes, please do that. In the meantime, we should also look for another place just in case they are fully booked.

Taylor : How about Nourriture du Coeur? It's …

Chloe : ……………………………………………………………………………………………

(to interrupt) The name sounds too fancy. Wouldn't it be expensive?

Taylor : Going back to what I was saying, it's a French restaurant hence, the French name. I've been there before. The food is delicious and the price is affordable.

Cheryl : Let's agree on these two places first. John and Taylor, please see if you can get reservations for these places for next month. Don't forget to get the menus and price quotation too.

Taylor : Sure. I'll do that.
Read and understand the sample questionnaire. The survey questionnaire below is incomplete. Write the correct answers in the space given.

Instructions: Please answer all the questions/statements as truthfully as you can by either circling the correct answers or writing your response in the space given.

Title: A survey on the use of handphone among university students.

1. ________________:
   a. Male
   b. Female

2. Age:
   a. Between 19 to 30 years old.
   b. Between 30 to 40 years old.
   c. 40 years old and above.

3. ________________:
   a. Upper class
   b. Middle class
   c. Lower class

4. __________________________________________________________________________?
   You can have more than one answer.
   a. Nokia
   b. Sony Ericsson
   c. Samsung
   d. I-Phone
   e. Blackberry
   f. Others: ____________________(please specify)

5. __________________________________________________________________________?
   a. 1
   b. 2
   c. 3
   d. 4
   e. 5 or more.
6. ____________________________________________?
   a. RM 30 and below per month
   b. Between RM30 and RM50 per month.
   c. Between RM50 and RM100 per month.
   d. Above RM100 per month.

7. ____________________________________________?
   a. Yes, hand phones are very useful.
   b. No, hand phones are a nuisance.
   c. Sometimes, hand phones can be useful.

8. ____________________________________________?
   You can circle more than once.
   a. Bluetooth
   b. Internet facilities
   c. Music
   d. Games
   e. Camera
   f. Others: _______________ (please specify)

9. ____________________________________________?
   a. Family
   b. Friends
   c. Girlfriend/Boyfriend
   d. Others: _______________ (please specify)

10. ____________________________________________?
    a. Every 6 months or less.
    b. Between one and two years.
    c. Every two years or more.
    d. When the hand phone is spoilt.

11. ____________________________________________?
    a. Very satisfied
    b. Satisfied
    c. Neutral
    d. Dissatisfied
    e. Very dissatisfied
ACTIVITY LOG 8/12

Date:

1. How would you rate your oral presentation skills in English? (0 – very weak to 10 – very good)

2. What are your strengths when doing an oral presentation? List at least 3.

   Eg: good content or visual aids

3. What are your weaknesses when doing an oral presentation? List at least 3.

   Eg: very soft voice

4. Log on to: http://www.essex.ac.uk/myskills/skills/presentations/givingGoodPres.asp or other websites and find information that will help you to give a good oral presentation in class.
   Write 5 useful tips from the articles.
5. Go to http://ecglink.com/library/ps/powerpoint.html or other websites. Write some points you should remember to produce effective PowerPoint / multimedia materials for an oral presentation.

6. What are the 5 things to avoid when preparing PowerPoint slides for an oral presentation?
ACTIVITY LOG 9/12

Date: 

Exercise 1
Select ONE of the following websites and read any article or activity of your choice.

(b) http://www.bbc.co.uk/worldservice/learningenglish/grammar/pron/sounds/
(c) http://www.uiowa.edu/~acadtech/phonetics/
(d) http://international.ouc.bc.ca/pronunciation/

1. Which website did you choose? Circle your answer
   (a)   (b)   (c)   (d)

2. What did you learn about English pronunciation from the website that you chose? Give one specific example.
Exercise 2

Use your dictionary and check whether the following words have been correctly transcribed using the IPA. If the phonetic transcription is correct, put a √ in the space given. If it is incorrect, put a X in the space given.

| Example | cloth  | /kloθ/ | √ |
|         | career | /'kærɪə/ | × |

1. watch  /wɔtʃ/  [   ]
2. faculty /'fækəltɪ/  [   ]
3. shin  /ʃɪn/  [   ]
4. measure  /mezə(r)/  [   ]
5. chain  /tʃeɪn/  [   ]
6. jam  /dʒæm/  [   ]
7. cat  /kæt/  [   ]
8. thing  /θɪŋ/  [   ]
9. bad  /bed/  [   ]
10. ago  /egəʊ/  [   ]
11. cut  /kʌt/  [   ]
12. thick  /θɪk/  [   ]
13. sheet  /ʃeɪt/  [   ]
14. heat  /hɪt/  [   ]
15. fast  /feɪst/  [   ]
16. hit  /hɪt/  [   ]
17. cheap  /tʃeɪp/  [   ]
18. ham  /hæm/  [   ]
19. rat  /reɪt/  [   ]
20. own  /əʊn/  [   ]

Note: Please make sure the dictionary that you use for this activity uses the IPA chart for pronunciation. Eg: Longman or Oxford Advanced Learner’s Dictionary.
ACTIVITY LOG 10/12

Date:

The activity below is based on the You Tube videos by expertvillage. The name of the presenter is Tracy Goodwin. She is also known as 'The Red Sweater Lady'. Watch the videos and fill in the blanks with the correct answers. All answers can be found from the videos.

1. **TOPIC: NON-VERBAL COMMUNICATION TOOLS: NON-VERBAL COMMUNICATION: SPACE**

   Log on to
   http://www.youtube.com/watch?v=GhhALfB_1Aw&feature=related

   a. Space is officially called ________________________.

   b. We actually have 3 sets of proxemics and they are ________________________, _________________ and ____________________________.

   c. ________________________ have the largest area of proxemics around them compared to any other culture.

2. **TOPIC: HOW TO EVALUATE SPEECHES: EVALUATING SPEECHES: POSTURE & GESTURES.**

   Log on to
   http://www.youtube.com/watch?v=cS3BDGNDu_8&feature=channel

   a. We are looking for ______________________ and ______________________.

   b. Presenters should be standing ________________________.

   c. You want a ____________________ amount of gesturing.

   d. Too many gestures are ____________________________.

3. **TOPIC: NON-VERBAL COMMUNICATION TOOLS: WHAT IS NON-VERBAL COMMUNICATION?**

   Log on to
   http://www.youtube.com/watch?v=5brSO79RfyI&feature=related

   a. Non-verbal messages include our ________________________

   ________________________, ____________________________, touch and space.

   b. Space is about the ____________________________.

   c. Non-verbal communication can improve

   i. ____________________________

   ii. ____________________________
4. **TOPIC: NON-VERBAL COMMUNICATION TOOLS : NON-VERBAL COMMUNICATION : FACIAL EXPRESSIONS**

   Log on to
   [http://www.youtube.com/watch?v=y1H2kZWjTA&feature=related](http://www.youtube.com/watch?v=y1H2kZWjTA&feature=related)

   a. Facial expressions just happen in reaction to ________________________________

   b. Facial expressions can communicate __________________________ such as

   __________________________, __________________________, __________________________

   and etc.

   c. Sometimes you are aware of your facial expression but sometimes it is an __________________________ reaction.

5. **TOPIC: NON-VERBAL COMMUNICATION TOOLS : NON-VERBAL COMMUNICATION : EYE CONTACT**

   Log on to
   [http://www.youtube.com/watch?v=5FEbfUDzNoI&feature=related](http://www.youtube.com/watch?v=5FEbfUDzNoI&feature=related)

   a. Eye contact is so important in ________________________________.

   b. Eye contact does a number of things. One it secures

   ________________________________

   c. It also signals the nature of the ________________________________.

   d. If I am very comfortable with you, I have no problem making ____________________ with you.
ACTIVITY LOG 11/12

Date:

Study the following Power Point slides carefully. Then state the strengths/weaknesses based on the clues given in bold and ways in which each slides can be further improved by completing Table 1.

Slide 1

Slide 2
Introduction

~ Shopping is the examining of goods or services from retailers with the intent to purchase at that moment based on their needs and their desires.

~ In some context, it is also considered as a leisure activity as well as an economic one.

~ Shopping is not really only refers on buying clothes but also buying stuffs like electric devices, books, furniture, culinary, and many others.

~ Nowadays, we can see that shopping is not only for women but men too!

~ Take a look at the shoppers around us!

History of Modern Shopping

• Fairs and markets have a long and history that started when man felt the need to exchange goods. People would shop for goods at a weekly market in nearby towns. Then shops began to be permanently established. Shops were specialized, e.g. a bakery, a butchery, a grocer. Then supermarkets appeared.

• There have been three major phases in the shopping/trading world in the last 100 years.

  i. Customers would be served by the shopkeeper, who would retrieve all the good on their shopping list. Shops would often deliver the goods to the customers' homes.

  ii. Customers have to select goods, retrieve them off the shelves using self service, and even pack their own goods. Customers deliver their own goods.

  iii. Customers select goods via the internet. The goods are delivered to their homes as in phase one!
There are only 18% of the female do not agree with that statement. 9% of the female have no comment on that statement. At the same time, every male believe that female shop more than male. This is because of female more enjoy to shopping. From previous analysis, it is proven that female spend more time on shopping when compare with the male. Female prefer to go shopping rather than go to jogging, playing games or exercise.
<table>
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<th>STRENGTHS/WEAKNESSES</th>
<th>WAYS OF IMPROVEMENT</th>
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<td><strong>HEADING/TO PIC</strong></td>
<td><strong>EXAMPLE</strong></td>
</tr>
<tr>
<td></td>
<td><em>EXAMPLE</em></td>
<td><em>A clear topic or heading such as “shopping” should be stated in this slide. The audience should be informed of the topic of the oral presentation.</em></td>
</tr>
<tr>
<td>2</td>
<td><strong>VISUALS</strong></td>
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<td><strong>BULLET POINTS</strong></td>
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<td><strong>VISUALS</strong></td>
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<td><strong>FONTS</strong></td>
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<tr>
<td>6</td>
<td><strong>NOTES</strong></td>
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</table>
ACTIVITY LOG 12/12

Date:

Watch the following video. State the don'ts when giving an oral presentation and the ways in which the oral presentation can be further improved by completing Table 2.

The oral presentation don'ts should be based on the time mentioned in the video/table and also the clues provided in the table.

The video is titled “How Not to Give a Presentation” by bonarj and the website is at http://www.youtube.com/watch?v=ltvqfe8Uz2s&feature=related

<table>
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<th>TIME</th>
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<th>WAYS OF IMPROVEMENT</th>
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<td>EXAMPLE</td>
<td>EXAMPLE</td>
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<tr>
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<td>Body Language</td>
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</table>

The presenters' **body language** is not good because they are laughing a lot during their oral presentation.

Presenters should be more serious and professional when presenting, to indicate good **body language**.

<p>| 0.53 | Introduction             |                     |</p>
<table>
<thead>
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<th>Time</th>
<th>Topic</th>
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<td>6.43</td>
<td>Body Language</td>
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