

Student Name _____
 Observed by _____

Date _____

Telephone Skills

| Category | Needs Improvement | Satisfactory | Outstanding |
|------------------------------|---|---|---|
| Pronunciation | Student is difficult to understand | Can understand student with little to medium difficulty | No problems understanding student |
| Politeness | Student is rude, or uses no polite words | Student uses polite words like "Please" and "Thank you" | Student uses polite phrasing like "Could you please" |
| Sentence Structure | Student uses 1-3 word sentences | Student uses phrases or sentences with incorrect word order | Student uses full sentences with correct word order |
| Voice Volume | Listener couldn't hear student at all | Listener couldn't hear student, but student adjusted his/her voice or Student spoke too loudly | No problems with volume of voice |
| Strategies | Student used no strategies to help with listening or speaking | Student used 1-2 strategies to help with listening or speaking | Student used many strategies to help with listening or speaking |
| Overall Understanding | Phone call was not successful | Phone call accomplished most of the important tasks intended | Phone call accomplished all tasks intended, plus more |

Comments: