



Beginner Band Teaching

Instructor Certification

Service Quality Department

Instructor Services Division



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Questioning

Asking your client questions helps you to...

- put the client at ease
- get to know them/build rapport
- assess their language ability
- elicit target language
- get information you can use to customize the lesson

Questions that aren't understandable...

- are demotivating
- bog down the lesson in unnecessary repetition/explanation
- increase Instructor talk time

It is important to start with simple questions that support your clients and gradually move to more challenging questions.

Case Study A

Name: Tetsuro Ishii

Curriculum: Business Advantage 2, Unit 2 (Describing Food and Drink)

Every Lesson Instructions

Current Usage	Business Tetsuro is a junior employee who sometimes has to greet foreign clients who come to his office
Future Goals	Sales He eventually wants to be able to conduct business in English, including sales negotiation
Warm Up	Gaba Method
Mistake Correction	Simple Soft and delayed, with lots of praise.
Lesson Focus	Speaking Build his confidence to speak. Focus on simple formal English and short sentences
Atmosphere	Friendly and professional

Client Profile

Occupation	Sales rep for a communications company
Hobbies	Cooking, reading comics
Interesting Facts	He was born in Hiroshima
Travel Experience	Trip to USA in high school Next trip: No plans
Social Style	Expressive

Vocabulary

1. leisure
2. anything
3. first
4. second
5. terrible
6. recently
7. activity

Phrases

1. Sounds nice!
2. The day before yesterday
3. I went [verb]+ing

Case Study B

Name: Ken Yamazaki

Curriculum: Business Advantage 1, Unit 14 (Describing Offices)

Every Lesson Instructions	
Current Usage	Travel Ken tries to use English when he travels overseas
Future Goals	Business His company has many clients in Asia but he has to use a translator to communicate with them. Wants to introduce himself and his company in English.
Warm Up	Standard Focus on practicing small talk every lesson
Mistake Correction	Strict Wants to sound professional, correct all his mistakes
Lesson Focus	Output/Vocab Let him talk then correct his mistakes. Must learn new vocabulary every lesson.
Atmosphere	Serious Ken has a good sense of humor but wants a focused lesson, don't waste time

Client Profile
Occupation Owns a manufacturing company
Hobbies Karaoke, Pachinko, Skiing
Travel Experience London, Paris, Hawaii, Taiwan Next trip: Family vacation to Europe
Social Style Driving

Vocabulary

1. everyday lifestyle 2. recommendation 3. plate 4. napkin 5. salt and pepper 6. crowded

Phrases

1. What brought you to Japan? 2. Can I get you anything? 3. Is that for here or to go? 4. Eat here or takeaway?

Case Study C

Name: Natsuko Maruyama

Curriculum: Snapshots New 1, Unit - 11 (Describing Weather)

Every Lesson Instructions

Current Usage	None Natsu had some foreign friends in college, but doesn't have a chance to use English now.
Future Goals	Travel/Making friends She wants to use English when she travels or when she meets foreigners in Japan
Warm Up	Relaxed Natsu likes a longer warm up. Please introduce yourself if it is your first lesson.
Mistake Correction	Moderate Please help her get her ideas across, but don't be strict
Lesson Focus	Simple communication She wants to work on her story-telling and asking questions. Give her lots of thinking time.
Atmosphere	Relaxed Try to introduce fun topics and keep the lesson upbeat. Call her Natsu!

Client Profile

Occupation

Works for an antique bookseller

Hobbies

Making jewelry, baking sweets, Likes 'visual kei' (Japanese rock music)

Travel Experience

Korea, Hong Kong, Australia

Next trip: Wants to visit UK

Social Style

Amiable

Vocabulary

1. gold fish
2. sloth
3. mocktails
4. surgeon
5. prefer
6. raw
7. bullet train

Phrases

1. what have you been up to?
2. Time flies when you're having fun

Reviewing & Previewing

Q: How can we ensure we are using level-appropriate language?

A: Use the language you want your client to learn!

- Use language from previous lessons that the client should recognise and understand.
- Use language from the upcoming lesson so the client can hear natural examples and subconsciously learn the language.

Start reviewing & previewing the language in the Warm up and continue throughout the lesson including the Feedback.

Customizing

We can support the client by identifying milestones throughout the lesson:

1. Big Picture goal: What do I expect the client to be able to do in English by the end of the unit?
2. Milestones: What do I expect the client to be able to do by the end of each Practice?



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