



Special Request Lessons

Instructor Certification

Service Quality Department

Instructor Services Division



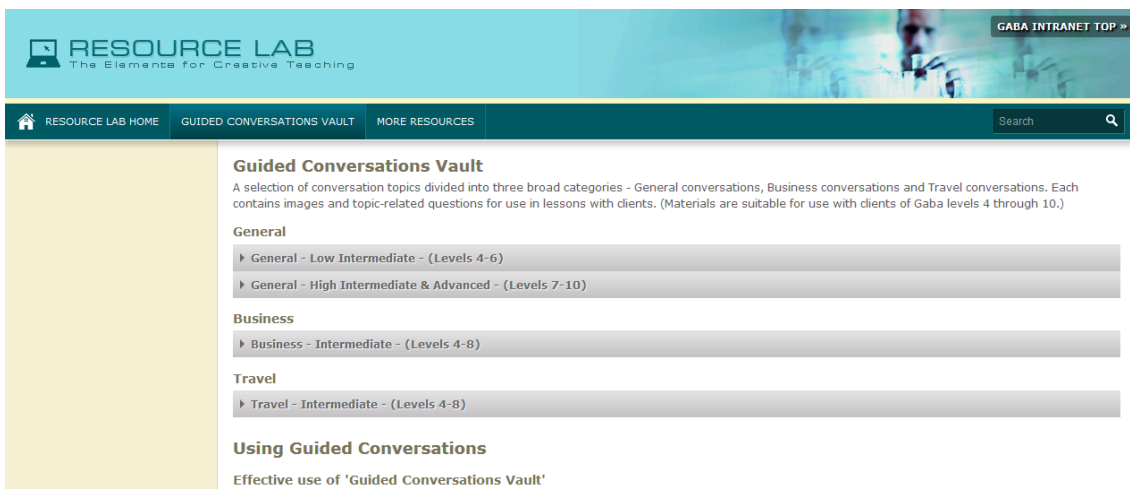
Contents

Introduction	3
Resource Lab for Special Requests	3
Presentations	4
Email Writing	5
Job Interviews	6

Introduction

- What is a special request lesson?
- What kind of special requests do clients make in your lessons?

Resource Lab for Special Requests



The screenshot shows the 'Resource Lab' website. The header includes the logo 'RESOURCE LAB The Elements for Creative Teaching' and a 'GABA INTRANET TOP' link. The navigation bar has 'RESOURCE LAB HOME', 'GUIDED CONVERSATIONS VAULT', and 'MORE RESOURCES'. A search bar is on the right. The main content area is titled 'Guided Conversations Vault' and contains a description: 'A selection of conversation topics divided into three broad categories - General conversations, Business conversations and Travel conversations. Each contains images and topic-related questions for use in lessons with clients. (Materials are suitable for use with clients of Gaba levels 4 through 10.)' Below this are three categories: 'General' with sub-items 'General - Low Intermediate - (Levels 4-6)' and 'General - High Intermediate & Advanced - (Levels 7-10)'; 'Business' with 'Business - Intermediate - (Levels 4-8)'; and 'Travel' with 'Travel - Intermediate - (Levels 4-8)'. At the bottom, there is a section 'Using Guided Conversations' with the text 'Effective use of 'Guided Conversations Vault''.

- What sections are in the Resource Lab?
- What does each section contain?
- How can the Resource Lab help us with special requests?

Presentations

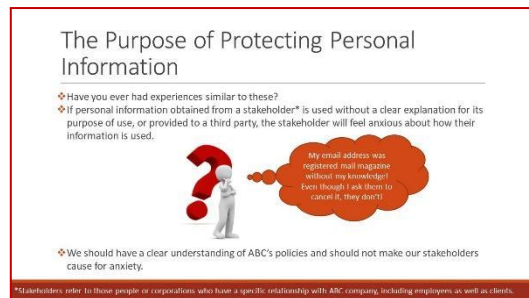
- What elements of a presentation can we work on in a lesson?
- How can we help a client improve their presentation skills?

Presentations Case Study

Client: Akira Murai

Curriculum: Business Advantage 7

Special Request: Help him prepare for a presentation to his company's American employees



- What could you do in the lesson to help this client?
- What additional resources could you use?

Email Writing

- What elements of an email can we work on in a lesson?
- How can we help a client improve their email writing skills?

Email Writing Case Study

To:	mtanaka@royalhotel.co.jp
Subject:	Request for a cost estimate
<p>Dear Ms. Tanaka,</p> <p>I'm writing on behalf of the International Federation of Systems Engineers. Our organization is planning its regional convention from January 15 – 17.</p> <p>We are interested in booking a conference room as well as some guest rooms at your hotel in Tokyo.</p> <p>We would require:</p> <ol style="list-style-type: none">1. A conference room that can accommodate 200 attendees (3 days total from 9am – 4pm)2. A buffet-style lunch for all attendees (ideally in a separate room)3. 50 single guest rooms for the 15th and 16th (50 of our attendees are from overseas branches) <p>Please let us know if you can accommodate us for the above dates. If you can, please provide us with a cost estimate. If you require any further details from us, please do not hesitate to ask.</p> <p>We look forward to your response.</p> <p>Yours sincerely,</p> <p>Brian Walker Technical Director International Federation of Systems Engineers</p>	

Client: Mariko Tanaka

Curriculum: Business Advantage 4

Occupation: Hotel assistant manager

This client received the email on the previous page and doesn't know how to respond.

- How would you help her?
- What would you talk about?

Job Interviews

- What are some common issues clients face in English interviews?
- How can we help a client who requests job interview preparation?
- How could you best utilize *Job Interview Practice I & II* in a lesson?

Business Lesson Support A Feasible Venture Bumps in the Road Business Opinions Describing Products Job Interview Practice Job Interview Practice II Job Satisfaction Passionate Presentations Sell Yourself STEP Analysis	Job Interview Practice  <p>Try out a few of the following interview questions with your client.</p> <p>How would you describe yourself? Have your client think about positive ways to express their personality Have your client tell you what answers they think the interviewer may How would the descriptions change depending on the type of job being</p> <p>What has been your most rewarding accomplishment? Discuss with your client the possible reasons for this type of question Have your client tell you about some rewarding experiences they have</p> <p>What do you think is one of your biggest weaknesses? What are some examples of weaknesses in people? What are examples of weaknesses that would be best not discussed Have your client explain how a weakness may affect performance in a</p>
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