

**Seminole Community College
English Language Studies Department
Florida Adult ESOL Standards
August 26 – December 15, 2009**

COMMUNICATION

FOUNDATIONS	LOW BEGINNING	HIGH BEGINNING	LOW INTERMEDIATE	HIGH INTERMEDIATE	ADVANCED
1.01.01 Use simple greetings, and farewells. (verbal and non-verbal)	2.01.01 Respond appropriately to greetings, farewells and introductions.	3.01.01 Describe physical features and personal traits of self and others.	4.01.01 Construct appropriate language for personal and interpersonal communication in formal and informal situations.	5.01.01 Recognize and respond appropriately to verbal and non-verbal language.	6.01.01 Engage in face to face conversation regarding personal and interpersonal relationships.
1.01.02 Use simple sentences to identify and introduce self, and others.	2.01.02 Construct simple statements and questions to identify self, and others.	3.01.02 Use polite expressions to acknowledge invitations, courtesies and good and bad news.	4.01.02 Interview others and restate information.	5.01.02 Predict future outcomes based upon information shared.	6.01.02 Use appropriate language for social, academic, and life situations, demonstrating sensitivity to gender, ethnic traditions and cultural bias including voice volume and proper body language.
1.01.03 Respond to simple yes/no and information questions relating to personal information, likes and dislikes.	2.01.03 Cite likes, dislikes, feelings and emotions.	3.01.03 Act out a mini-conversation about everyday activities and likes & dislikes of self and others.	4.01.03. Explain personal likes and dislikes.	5.01.03. Express personal opinions, concerns, satisfaction and dissatisfaction.	6.01.03 Compare and contrast negative and positive bias, prejudice or propaganda in print materials.
1.01.04 Recognize common body language that impacts communication.	2.01.04 Use appropriate body language to facilitate communication.	3.01.04 Recognize inappropriate body language that hinders communication.	4.01.04 Identify verbal, and nonverbal communication appropriate in formal /informal situations	5.01.04 Recognize biases, prejudices and stereotypes in oral and written messages.	6.01.04 Give a short formal presentation using appropriate body language.
1.01.05 Identify days of the week and months of the year using words, abbreviations and numeric form.	2.01.05 Write date in numerical form and/or words.	3.01.05 Interpret information about the weather and seasons.	4.01.05 Keep a calendar/agenda for school, home and/or work.	5.01.05 Discuss major holidays in the United States.	6.01.05 Compare and contrast holidays in the US and other countries.
1.01.06 Use basic residential telephones.	2.01.06 ☎ Use different types of telephones to make local, long distance, collect and person-to-person calls.	3.01.06 ☎ Demonstrate the ability to use various types of telephone services.	4.01.06 ☎ Demonstrate ability to communicate successfully by telephone for personal and work-related matters.	5.01.06 Demonstrate ability to give information clearly by telephone.	6.01.06 Compare/contrast telephone services available (calling cards, cell plans, VOS, SKYPE).

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1.01.07 📞 Take simple telephone messages.	2.01.07 Take written telephone messages.	3.01.07 📞 Take a written message on an office form.	4.01.07 📞 Relate information from telephone messages.	5.01.07 Demonstrate ability to leave an accurate telephone message.	6.01.07 Demonstrate ability to retrieve and report a recorded message.
1.01.08 📞 Answer the telephone appropriately.	2.01.08 Read and interpret information for making and accepting/declining long distance calls.	3.01.08 Identify various phone services that are available at additional costs(call waiting, caller ID 3-way calling, call back, etc)	4.01.08 📞 Interpret telephone bills (account number, current amount due, account balance, due date, past due amount, late payment fee).	5.01.08 Respond appropriately to automated telephone systems, including (#) pound sign and (*) star sign.	6.01.08 Role play to demonstrate the ability to use the phone to conduct personal business (bank transactions, register by phone, pa5/15/2007y by phone)
1.01.09 📞 Report police, fire and medical emergencies to 911.	2.01.09 Follow proper procedure to use 911 (make an emergency call	3.01.09 Follow procedures to report telephone problems.	4.01.09 Identify the difference between a sales call and a service call.	5.01.09 Role-play a service call to report a problem.	6.01.09 Report an unsatisfactory service call to a company representative.
1.01.10 Locate basic information in the telephone directory.	2.01.10 Use the telephone directory to locate personal and business information	3.01.10 Locate alphabetical and topical listing information in telephone directories	4.01.10 Locate a variety of resources available in telephone directories (maps, government agencies, coupons).		