

Subject: Feedback
Title: Observation – 2 Lessons in English
Teacher: Anneli Helpiölä-Casey / Helsinki Business College – Pasila
Students: 12
Topic: Practise of sales conversation (incl. videography)
Date/Time: 23.03.2011 / 12:30 – 14:00

Procedure:

- Welcoming of the students
- Forming of two groups
- Each group got some time to prepare a sales conversation – always 3 persons of each group were nominated as sellers and as buyers.
- Afterwards group one started with their sales discussion – they did a really good job – all six students were actively involved in their dialogues. The buyers wanted to order some T-Shirts from a supplier and spoke about all necessary things such as discounts, delivery time, transport costs, price negotiations, delays, and so on.
- They did an active and encouraged sales conversation – they needed about 20 minutes time – the whole conversation was recorded from a colleague of Anneli.
- Then the second group started their sales discussion – they talked about buying and selling coffee. In this group we found two main speakers – the other four students were mainly quiet. This sales talk was not that professional as from group one but the two opponents got it more or less right. Of course this session was taped as well.

Our statement:

In our opinion the students' demonstrations were on a very professional level for the most part. They talked English all the time (also in preliminary discussion). In our following conversation with Anneli she explained us that she always puts high emphasize on such kinds of lessons with role plays and free discussions. Practising oral language is a very important part of language teaching for Sonja and me, too. So Anneli did and does a very good and professional job in training her students in these skills.