

Using the Yellow Pages

Materials Needed: Everyone in the group will need a telephone book with yellow pages.

Before starting the Yellow Page activities, talk about how the telephone book is laid out. There are usually Emergency Numbers near the front of the book. The next section usually outlines the different service and rates. The “white pages” or phone listing are next. The Government Blue Pages follow the white pages. The last section of the telephone book is where you will find the yellow pages.

The Yellow Pages

A **table of contents** gives page numbers for what is inside a book. An **index** is a listing of all items in a book in alphabetical order. It gives a page number where you can find what you want.

The first page in the yellow pages is the **contents** page. The first section listed in the **contents** may be called “That’s Entertainment”. This section will contain local information about the entertainment and recreation locations and events. The section also may contain a local map and a calendar.



Sample Discussion Questions

Where can you find the telephone number for City Hall?
What events are taking place in the city this month?

The next section you find is the “Quick Finder **Index**”. All of the subject heading used in the yellow pages are found in the “Quick Finder **Index**.”

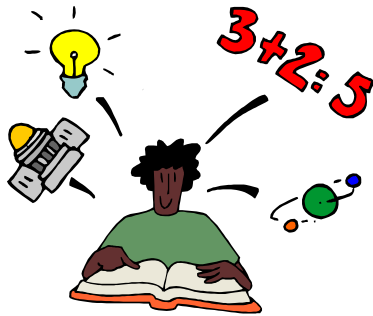
Exercise

Look at the Quick Finder Index in your Yellow Pages. Put a check mark in the box for each subject that you find.

- Schools
- Adult
- Automobiles
- Medical
- Physicians
- Housing
- Money
- Pharmacies
- Market
- Legal Aid

Exercise

Using the "Quick Finder Index" find page numbers for these subjects:



Apartments	_____
Bus	_____
Clinics	_____
Dentists	_____
Emergencies	_____
Food	_____
Home	_____
Hospitals	_____
Housing	_____
Restaurants	_____
Surgeons	_____
Taxis	_____

Alphabetical Order

Listings in the yellow pages are in alphabetical, or A-B-C, order. The first listing begins with the letter "a," the second with the letter "b," the third with the letter "c," and so on until the last listing, which begins with the letter "z."

How A-B-C order can help you find what you need in the Yellow Pages:

This is the alphabet. The letters are in alphabetical order.

Aa Bb Cc Dd Ee Ff Gg Hh Ii Jj Kk Ll Mm Nn Oo Pp Qq Rr Ss Tt Uu Vv Ww Xx Yy Zz

The words listed below are in alphabetical order.

Note:

Adult	Cable	Hotel	Music	Pizza	Schools
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Exercise: Work in pairs and find each of the headings listed above in the "Quick Finder Index". Write the page number beside each heading in the boxes above.

Beginning Subjects that begin with the first letters of the alphabet-**a, b, c, d, e, f, g, and h**-are at the beginning of the Yellow Pages.

Middle Subjects that begin with these letters-**i, j, k, l, m, n, o, p, q, and r**-are in the middle of the Yellow Pages.

End Subjects that begin with these letters-**s, t, u, v, w, x, y, and z**-are at the end of the Yellow Pages.

Looking at the Yellow Pages

Open the yellow pages to any page and discuss the following:

- ⇒ When using the Yellow Pages, look at the top of the page.
- ⇒ The word or words listed at the top are a guide to the page.
- ⇒ The left top word is the first subject on the page.
- ⇒ The right top word is the last subject on the page.
- ⇒ The words are in alphabetical order.

Exercise

Write the page number where the subject can be found in your Yellow Pages.

Schools _____

Medical _____

Computer Sales _____

Hotels _____

Camps _____

Dentists _____

Lawyers _____

Restaurants _____

Write the name of your favorite restaurant: _____

What page is it on? _____

Sometimes subjects are under different words-for example:

"Doctors" under the subject **"Physicians"**

"Clothing" under the subject **"Women's Apparel"**

"Cameras" under the subject **"Photographic Equipment"**

Health and the Yellow Pages

Medical Abbreviations and Vocabulary

The Yellow Pages can help you find what you need to stay healthy or to get help if you are sick or hurt.

Special Abbreviations (Medical)

When you look in the Yellow Pages for a certain physician (doctor), you will notice that they all have the abbreviation “Dr.”

Question: What do this abbreviation mean? **Answer:** _____

Developing Vocabulary (Medical)

Many different kinds of doctors are listed in the Yellow Pages, under **Physicians** or **Physicians & Surgeons**. Usually we need a doctor who has a family practice or general practice. However, there are times when a specialist may be most helpful. You generally need to be referred to a specialist through your family doctor.

Use a dictionary to describe what each type of specialist does:

Urologist: _____

Paediatrician: _____

Gynaecologist: _____

Ophthalmologist: _____

Gastroentologist: _____

Additional Activities:

- ◆ Once you have determined what each of these medical specialties means, list them in alphabetical order.
- ◆ Try locating names of actual specialists in the Yellow Pages.
- ◆ Can you find your own doctor's (family physician's) listing?

"A Day for Doctors"

Look at the title of the story. Discuss medical emergencies members of the group have been involved in. Discuss the vocabulary words and their meanings. Read the passage. Use the Yellow Pages to search for the services on the activity page. List the name, address, and telephone number for each service.

Vocabulary:

nurse hospital X-rays radiologist orthopedic surgeon

"A Day for Doctors"

The telephone rang at work. Pam answered the phone. It was a call from her son's school. Her son, Mike, had fallen off the slide on the playground. The school nurse thought Mike's wrist was badly injured. She wanted Pam to come to school right away.

After talking to her boss, Pam left work and drove to Mike's school. Mike was scared and his wrist hurt. Pam called the doctor's office for advice. A nurse told her to bring Mike by the office.

At the doctor's office, Dr. James saw how swollen and bruised Mike's wrist was. He saw that it hurt Mike. Dr. James put Mike's wrist in a splint. He told Pam to drive Mike to the hospital for X-rays.

Pam drove Mike to the hospital. A nurse took Mike into a room to X-ray his wrist. The radiologist looked at the X-ray and said that Mike had a broken wrist. Mike needed to see an orthopedic surgeon.

Then Pam drove Mike and his X-rays to the orthopedic surgeon. Dr. Sanders looked at the X-rays and at Mike's wrist. She gave Mike a hug and said that he would need a cast. Dr. Sanders put a bright blue cast on Mike's wrist. Afterward, Mike smiled when the nurse gave him two stickers.

Pam looked at her watch and saw that it was almost dinnertime. She and Mike were tired and hungry. Finally, they could go home. Pam was glad that Mike was going to be OK. What a busy day!

'A Day for Doctors' Activity Page

Pam and Mike spent the day with doctors. First, they went to a doctor who may have been a family physician or pediatrician. Next, they went to a hospital. Finally, they went to a special doctor called an orthopedic surgeon. To find the doctors in the Yellow Pages, you will need to look under **Physicians** for family practice doctors or pediatricians and under **Physicians & Surgeons** for orthopedic surgeons. To find a hospital for Mike, look under **Hospitals**.

Choose doctors and a hospital for Mike and Pam to visit.

Doctor:

Name: _____ Phone: _____

Address: _____

Hospital:

Name: _____ Phone: _____

Address: _____

Orthopedic Surgeon:

Name: _____ Phone: _____

Address: _____

Additional activities:

- ◆ Write a sentence using each vocabulary word.
- ◆ Write a story about your own medical experience(s).
- ◆ Create and act out a telephone skit in which you telephone a doctor, a clinic, etc.



“The Day That Did Not Go Well”

Look at the story title. Discuss various ways in which days have not gone well for you. Read the passage. Discuss the vocabulary words and their meanings.

Circle the five services that Pete would need to contact. List those services on the activity sheet. Use the Yellow Pages to search for those services. Write down the business name, address, and telephone number.

Vocabulary:

towing auto mechanic locksmith plumber dentist florist

"The Day That Did Not Go Well"

Before Pete Porter even opened his eyes, he knew that this would not be a good day. When he drove into the driveway last night after work, his car sputtered and died. And when he went to unlock his back door, the doorknob fell off. He carried the broken doorknob into the house and set it aside. He ate a sandwich for dinner and then went to bed.

Pete knew he would need to call somebody for some help with his car. He knew he would also need to call somebody for help with his broken doorknob. But first, he decided to take a shower. He turned on the water, waiting for it to get nice and hot. He waited a long time, but no hot water came. He would have to call someone to help him with his water, too.

While getting dressed, Pete remembered that he had to make an appointment to have a cavity filled. "This day is not going well," he said to himself. "Too many things are going wrong." What made it even worse was the fact that today was his mom's birthday. He planned to buy her some flowers as a surprise. Somehow he hoped to still do that. "I guess I'll start by checking the Yellow Pages to find all the help I need today. With a little luck, this day just may get better!"

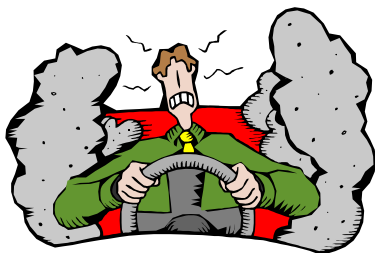
“The Day That Did Not Go Well” Activity Page

What services will Pete need to contact for help?

1. _____
2. _____
3. _____
4. _____
5. _____

Use the Yellow Pages to find two businesses for each of the services mentioned above. Write down the name of the business, the address, and the telephone number.

Name	Address	Telephone
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____



Additional Activities:

- ◆ Write a sentence using each vocabulary word.
- ◆ Write a story about a day of your own that did not go well.
- ◆ Create and act out a telephone skit. Have one student be the customer and the other play the business owner.

"New in Town"

Look at the story title. Discuss times you may have been new in town. Read the passage. Discuss the vocabulary words and their meanings.

Circle the services mentioned in the story. List those services on the activity page. Use the Yellow Pages to search for those services, and list a business (with address and telephone number) that would be a good choice to contact for each service.

Vocabulary:

apartment

crisis

legal

rent

social services

"New in Town"

Mary was new in town. She met Jan on a bus trip when Jan was on her way to the legal aid clinic. Jan needed some advice about her apartment rent. She had a problem with her landlord. Mary told Jan that she had some problems, too.

Mary is a single parent with three small children. Bobby, age six, is the oldest. Sam is four, and Maria just turned two. Mary needs some help because Bobby has some special needs. Mary is in crisis. Jan told Mary she should talk to someone who could help Bobby. She knew there were social service organizations that could help.

Mary also needs help for her mother, who is old and sick. Mary needs to find some place to help take care of her mother.

Maybe she could find someone to help with meals. Jan told Mary that she should look in the Yellow Pages to find help for senior citizens. Jan knows that Mary can get help for her mom because Jan has help for her dad. Her dad lives alone and cannot drive himself anywhere. But when Jan is at work, someone brings her dad meals. And sometimes a van comes and takes Jan's dad to a senior citizen center for the afternoon.

By the end of the bus ride, Mary felt better. She had a new friend, and she had some ideas for how to get help. Mary is glad she met Jan.

New in Town Activity Page

What services might Mary need to contact for help?

Use the Yellow Pages to find a location for each of the services mentioned. Write down the name of the service, the address, and the telephone number.

Name	Address	Telephone
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

What other services might people need to call for help? Write them here.

1. _____
2. _____
3. _____
4. _____
5. _____

Additional Activities:

- ◆ Write a sentence using each vocabulary word.
- ◆ Write a story about a time when you were new in town.
- ◆ List additional services people can find in the Yellow Pages.

Buying a House

Review the vocabulary list, and discuss the meaning of the words. Look at the title of the story, and tell about an experience you had finding a place to buy or rent. Read the story. Underline any words that may be difficult. Then search the Yellow Pages to complete the activity page.

Vocabulary:

afford **down payment** **real estate** **classified ads** **neighborhoods**
real estate agent **mortgage** **commission**

"House Hunting"

Matt and Anna were excited. They finally had saved enough money to buy a home of their own. Of course, they didn't have all the money they needed, but they had enough for a good down payment. They were sure a bank loan would cover the rest.

Every Sunday they checked the real estate section of the classified ads in their newspaper. They drove through different neighborhoods trying to find just the right location. And they called a real estate agent they knew and asked her to help them find their dream house.

The real estate agent met with them and asked them many questions: What kind of a house did they want? A two story or a ranch style? How big? How many bedrooms? How many bathrooms? A new home or an older one? A big yard or a small lot? What could they afford? How about the mortgage payments? What about taxes and insurance? Did they know about the real estate agent's commission?

So many questions. So many things to decide. Matt and Anna were confused. They needed time to think. The real estate agent spoke to them calmly. She reminded them that buying a house was a big step. The hope was that they would find the right house and live there for a long time. It could take months to find their dream house.

That was not a problem. Matt and Anna did not need to answer all the questions now. They could take it one step at a time. And that is exactly what they did.

House Hunting Activity Page

Use the Yellow Pages to look for information about buying a home or renting an apartment. See if you can find the following:

Real estate agent

Name	Address	Telephone
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Name	Address	Telephone
------	---------	-----------

Bank

Name	Address	Telephone
------	---------	-----------

Name	Address	Telephone
------	---------	-----------

Insurance company

Name	Address	Telephone
------	---------	-----------

Name	Address	Telephone
------	---------	-----------

Rental House (Look up *Rental or Apartments.*)

Name	Address	Telephone
------	---------	-----------

Name	Address	Telephone
------	---------	-----------

Additional Activities:

- ◆ Write a sentence using each vocabulary word.
- ◆ Write a story about different places you have lived.
- ◆ Talk about neighborhoods. What should you look for? What kind of questions should you ask? Where are the schools, parks, and shopping areas?
- ◆ Think about your monthly income. How much can you afford to spend on housing each month? How much will rent/mortgage be? What are the initial costs? What is the deposit or down payment? Is there a rental agreement or lease? What is the average cost of utilities per month? What are your other expenses? Create a budget.