*(Teacher Reads)*

Welcome to Winnipeg 311

If this is a police, fire or medical emergency please hang up and dial 911 immediately.

Please listen carefully as our menu options have changed, and note that calls may be recorded for quality assurance or training purposes.

For service in English, please press 1

For water or sewer emergency - press 2

For inquiries regarding assessment and taxation – press 3

For inquiries regarding animal services – press 4

For telebus schedule information, provided you know the 5-digit bus stop number – press 5

For city wide locations on Flu vaccinations – press 6

For information regarding traffic or parking issues – press 7

For inquiries regarding neighborhood waste information – press 8

For all other city services – press 9

To hear these options again – press 0

If you would like to register from the 2017 Leisure guide – please do so online at - [www.winnipeg.ca/leisureonline](http://www.winnipeg.ca/leisureonline)

Or to register in person – please visit your local community centre or Library today.

To find more information regarding Winnipeg services – please visit us online at - [www.winnipeg.ca/311](http://www.winnipeg.ca/311)

Or email us at [311@winnipeg.ca](mailto:311@winnipeg.ca)

Or by telephone at - 204-986-1311

Our address is 510 Main Street and our office hours are Monday to Friday from 8:30am to 4:30pm.

Thank you for calling 311 city services - all our representatives are currently busy assisting others at this time. Please hold for the next available representative.

**CLB: 6**  Theme: *Community* Unit: *Neighborhood*

**Task:** Listen to the 311 automated service options and answer the questions below.

|  |  |
| --- | --- |
|  | **Press #** |
| 1. You would like information on the Winnipeg Transit services. |  |
| 2. You would like to know the schedule of garbage and recycling pick up for your street. |  |
| 3. You would like to find other information for services in Winnipeg. |  |
| 4. You would like information about how much your property is worth. |  |
| 5. You would like to know where you can get a Flu shot. |  |
| 6. You would like to find help for your pet. |  |
| 7. You would like to pay your speeding ticket. |  |

8. What is the email address for Winnipeg city services?

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9. What are the weekday hours of operation for the Main office?

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10. What are two ways to register for a Leisure guide class?

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11. What is the telephone number for the 311 Office?

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12. Why are some calls recorded?

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**CLB: 5** Theme: *Community* Unit: *Neighborhood*

**Task:** Listen to the 311 automated service options and answer the questions below.

|  |  |
| --- | --- |
|  | **Press #** |
| 1. You would like information on the Winnipeg Transit services. |  |
| 2. You would like to know the schedule of garbage and recycling pick up for your street. |  |
| 3. You would like to find other information for services in Winnipeg. |  |
| 4. You would like to know where you can get a Flu shot. |  |
| 5. You would like to find help for your pet. |  |
| 6. You would like to pay your speeding ticket. |  |

7. What are the weekday hours of operation for the Main office?

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8. What are two ways to register for a Leisure guide class?

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9. What is the telephone number for the 311 Office?

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10. Why are some calls recorded?

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| **Listening – CLB 6**  (Comprehending Instructions) | (7-8)  Needs more practice | (9-10)  Achieved | (11-12)  Excellent |
| *Understands moderately complex instructions*   * Identifies factual details. * Follows, understands and responds appropriately to instructions. |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Listening – CLB 5**  (Comprehending Instructions) | (5-6)  Needs more practice | (7-8)  Achieved | (9-10)  Excellent |
| *Understands moderately complex instructions*   * Identifies factual details. * Follows, understands and responds appropriately to instructions. |  |  |  |