KA-Consultants Ltd.
Do you have the drive to learn?
QuickFix
ENGLISH REFERENCE SHEET

BEGINNERS · BG11 · PRE-ENTRY

In an Emergency: Help! Call 999

Call for help and say what you need.

Supports Adult ESOL · Pre-entry

In this sheet you will

- practise an emergency call to 999
- say which service you need
- give your name and address on the phone

Next sheet: BG12 The Alphabet: Letter Names, Sounds and Order

About this series

Free, practical English worksheets for adult learners, in class or at home. Practise speaking, listening, reading and writing through everyday situations.

Our philosophy

We help you understand, practise and grow in confidence.

Find more sheets for beginners

Scan the QR code, or go to **www.ka-consultants.com/quickfix** and choose Beginners.

Free for educational use. Teachers may print and share this worksheet unchanged with learners. Please keep the Keystone attribution and share the link to the original resource.

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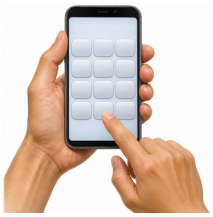
LEARN Call 999 in an emergency

 Call 999.	 Ambulance	 Police	 Fire

 A man does not wake up. Ambulance, please.	 There is a fire. Fire, please.

999 is only for an emergency: danger to life, a fire, or a crime now. Stay calm. Speak slowly.

LISTEN Listen to your teacher. Circle the service.

Teacher: *the script is in the teacher area. Audio: Quick Fix Listening, BG11.*

1			
2			
3			

SAY IT Listen and repeat. Then practise.



Operator Emergency. Which service?
Kamran **Ambulance**, please.
Operator What is the address?
Kamran The address is **12 Park Road**, Manchester.
Operator What is your name?
Kamran My name is **Kamran Ali**.

Your turn. Practise the call. Use a made-up address. Do not call 999 to practise. Change roles. **…, please. The address is …**

READ Read about Kamran and Daniel.



Daniel falls in the street.
He does not wake up.
Kamran calls 999.
He asks for an ambulance.
He gives the address.

1. Who does not wake up?

_____ does not wake up.

2. Which service does Kamran ask for? Circle.

Police **Ambulance** **Fire**

PRACTISE 1. Write the service. Then copy it.

Ambulance Police Fire



_____

_____



_____

_____



_____

_____

2. Write the missing letter. Then write the word again.

h _ lp
Write it: _____

f _ re
Write it: _____

pol _ ce
Write it: _____

amb _ lance
Write it: _____

USE IT Write your call. Then say it to your partner.

You can use made-up details.

_____, please.

The address is _____.

My name is _____.

I CAN Tick Yes or Not yet.

I can name the three emergency services.	Yes	Not yet
I can say which service I need.	Yes	Not yet
I can give my name and address.	Yes	Not yet