Grade 8 English

CBC NOTES | Terms 1, 2 and 3 - notes for 75 topics

IN EVERY TOPIC

- What you will learn, the key words and key terms explained.
- Clear notes under headings and subheadings, with labelled pictures and step-by-step procedures.
- Comparison tables, and advantages and disadvantages where methods are compared.
- Key points to remember, then multiple-choice and structured questions.
- All the answers and a glossary at the back.

TOPICS IN THESE NOTES

Topic	Name	Term
1.1.1	Polite Language: Telephone Etiquette	1
1.2.1	Extensive Reading: Independent Reading	1
1.3.1	Word classes: Compound Nouns	1
1.4.1	Intensive Reading: Short Stories (Class Reader)	1
1.5.1	Writing legibly and neatly	1
2.1.1	Oral Presentations: Songs	1
2.2.1	Intensive Reading: Simple poems	1
2.3.1	Word classes: Collective Nouns	1
2.4.1	Scientific innovations: Intensive Reading: Short story (Class Reader)	1
2.5.1	Mechanics of Writing: Punctuation	1
3.1.1	Listening Comprehension	1
3.2.1	Pollution: Intensive Reading	1
3.3.1	Word Classes: Primary Auxiliaries	1
3.4.1	Pollution: Intensive reading: Poetry	1
3.5.1	Paragraphing: Sequencing of Ideas	1
4.1.1	Listening Comprehension: Selective Listening	1
4.2.1	Consumer roles and responsibilities: Intensive Reading	1
4.3.1	Verbs and Tense	1
4.4.1	Consumer roles and responsibilities: Intensive Reading: Short story (Class Reader)	1
4.5.1	Paragraphing: Connectors of sequence	1

5.1.1	Pronunciation	1
5.2.1	Study Skills-Reference Materials	1
5.3.1	Word Classes: adjectives	1
5.4.1	Relationships: peers: Intensive Reading: Short story (Class Reader)	1
5.5.1	Functional Writing: Apology Letters	1
6.1.1	Conversational Skills: Disagreeing politely	2
6.2.1	Reading Fluency: Poem	2
6.3.1	Rehabilitation: Word Classes: Adverbs	2
6.4.1	Rehabilitation: Intensive Reading: short story (Class Reader)	2
6.5.1	Mechanics of Writing	2
7.1.1	Listening for Detail	2
7.2.1	Intensive Reading: Visuals	2
7.3.1	Word Classes: Pronouns	2
7.4.1	Natural resources: wildlife: Intensive Reading: Short story (Class Reader)	2
7.5.1	Composition Writing	2
8.1.1	Listening and Responding: Oral Narratives - Myths	2
8.2.1	Intensive Reading: Poem	2
8.3.1	Word Classes: Simple prepositions	2
8.4.1	Tourism: domestic: Intensive Reading: Poetry	2
8.5.1	Assessment of writing	2
9.1.1	Pronunciation: Sounds and Stress	2
9.2.1	Extensive Reading: Grade appropriate fiction Materials - Characters	2
9.3.1	Word Classes: Conjunctions – because, that, when, if, unless, and since	2
9.4.1	Intensive Reading: Similes and metaphors	2
9.5.1	Creative Writing: Narrative Compositions (240-280 words)	2
10.1.1	Oral Presentations	2
10.2.1	Study Skills: Note Making	2
10.3.1	Word Classes: Demonstratives and Quantifiers	2
10.4.1	Art: Intensive Reading: Short story (Class Reader)	2
10.5.1	Functional Writing: Thank you and Congratulatory notes	2
11.1.1	Conversational Skills: interviews	3
11.2.1	Extensive Reading: Non-fiction	3
11.3.1	Choosing a career: Word Classes: Adverbs	3
11.4.1	Intensive Reading: Lessons Learnt (Class Reader)	3

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11.5.1	Mechanics of Writing: Prefixes and Suffixes	3
12.1.1	Listening to Respond: Attitude	3
12.2.1	Modern fashion: Intensive Reading: Comprehension Strategies	3
12.3.1	Phrasal Verbs	3
12.4.1	Short Story: Characters (Class Reader)	3
12.5.1	The writing process	3
13.1.1	Extensive Listening: Poems	3
13.2.1	Consumer protection: Intensive Reading: Comprehension strategies	3
13.3.1	Word Classes: Compound Sentences	3
13.4.1	Short Story: Style (Class Reader)	3
13.5.1	Creative Narrative Composition: Idioms	3
14.1.1	Pronunciation and Intonation	3
14.2.1	Study Skills	3
14.3.1	Sentences: Active and Passive Voice	3
14.4.1	Extensive reading: Short story (Class Reader)	3
14.5.1	Creative Writing: Descriptive Writing	3
15.1.1	Oral Reports: Events	3
15.2.1	Reading Fluency	3
15.3.1	Types of Sentences: Interrogative sentences	3
15.4.1	Poems	3
15.5.1	Functional Writing: Personal Journals	3

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CONTENTS

Topic	Name	Term	Page
1.1.1	Polite Language: Telephone Etiquette	1	7
1.2.1	Extensive Reading: Independent Reading	1	10
1.3.1	Word classes: Compound Nouns	1	12
1.4.1	Intensive Reading: Short Stories (Class Reader)	1	15
1.5.1	Writing legibly and neatly	1	18
2.1.1	Oral Presentations: Songs	1	21
2.2.1	Intensive Reading: Simple poems	1	24
2.3.1	Word classes: Collective Nouns	1	26
2.4.1	Scientific innovations: Intensive Reading: Short story (Class Reader)	1	28
2.5.1	Mechanics of Writing: Punctuation	1	31
3.1.1	Listening Comprehension	1	34
3.2.1	Pollution: Intensive Reading	1	37
3.3.1	Word Classes: Primary Auxiliaries	1	40
3.4.1	Pollution: Intensive reading: Poetry	1	43
3.5.1	Paragraphing: Sequencing of Ideas	1	46
4.1.1	Listening Comprehension: Selective Listening	1	49
4.2.1	Consumer roles and responsibilities: Intensive Reading	1	52
4.3.1	Verbs and Tense	1	55
4.4.1	Consumer roles and responsibilities: Intensive Reading: Short story (Class Reader)	1	58
4.5.1	Paragraphing: Connectors of sequence	1	61
5.1.1	Pronunciation	1	64
5.2.1	Study Skills-Reference Materials	1	67
5.3.1	Word Classes: adjectives	1	70
5.4.1	Relationships: peers: Intensive Reading: Short story (Class Reader)	1	73
5.5.1	Functional Writing: Apology Letters	1	76
6.1.1	Conversational Skills: Disagreeing politely	2	79
6.2.1	Reading Fluency: Poem	2	82
6.3.1	Rehabilitation: Word Classes: Adverbs	2	84
6.4.1	Rehabilitation: Intensive Reading: short story (Class Reader)	2	86
6.5.1	Mechanics of Writing	2	88
7.1.1	Listening for Detail	2	91

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7.2.1	Intensive Reading: Visuals	2	94
7.3.1	Word Classes: Pronouns	2	97
7.4.1	Natural resources: wildlife: Intensive Reading: Short story (Class Reader)	2	99
7.5.1	Composition Writing	2	102
8.1.1	Listening and Responding: Oral Narratives - Myths	2	105
8.2.1	Intensive Reading: Poem	2	108
8.3.1	Word Classes: Simple prepositions	2	111
8.4.1	Tourism: domestic: Intensive Reading: Poetry	2	114
8.5.1	Assessment of writing	2	117
9.1.1	Pronunciation: Sounds and Stress	2	120
9.2.1	Extensive Reading: Grade appropriate fiction Materials - Characters	2	123
9.3.1	Word Classes: Conjunctions – because, that, when, if, unless, and since	2	126
9.4.1	Intensive Reading: Similes and metaphors	2	129
9.5.1	Creative Writing: Narrative Compositions (240-280 words)	2	132
10.1.1	Oral Presentations	2	135
10.2.1	Study Skills: Note Making	2	138
10.3.1	Word Classes: Demonstratives and Quantifiers	2	141
10.4.1	Art: Intensive Reading: Short story (Class Reader)	2	143
10.5.1	Functional Writing: Thank you and Congratulatory notes	2	145
11.1.1	Conversational Skills: interviews	3	148
11.2.1	Extensive Reading: Non-fiction	3	151
11.3.1	Choosing a career: Word Classes: Adverbs	3	153
11.4.1	Intensive Reading: Lessons Learnt (Class Reader)	3	156
11.5.1	Mechanics of Writing: Prefixes and Suffixes	3	158
12.1.1	Listening to Respond: Attitude	3	161
12.2.1	Modern fashion: Intensive Reading: Comprehension Strategies	3	163
12.3.1	Phrasal Verbs	3	166
12.4.1	Short Story: Characters (Class Reader)	3	169
12.5.1	The writing process	3	172
13.1.1	Extensive Listening: Poems	3	175
13.2.1	Consumer protection: Intensive Reading: Comprehension strategies	3	177
13.3.1	Word Classes: Compound Sentences	3	180
13.4.1	Short Story: Style (Class Reader)	3	183
13.5.1	Creative Narrative Composition: Idioms	3	186

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14.1.1	Pronunciation and Intonation	3	189
14.2.1	Study Skills	3	191
14.3.1	Sentences: Active and Passive Voice	3	194
14.4.1	Extensive reading: Short story (Class Reader)	3	197
14.5.1	Creative Writing: Descriptive Writing	3	199
15.1.1	Oral Reports: Events	3	202
15.2.1	Reading Fluency	3	204
15.3.1	Types of Sentences: Interrogative sentences	3	206
15.4.1	Poems	3	209
15.5.1	Functional Writing: Personal Journals	3	211
	Answers		214
	Glossary		245

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Strand 1.0 Human rights | Term 1

1.1.1 Polite Language: Telephone Etiquette

WHAT YOU WILL LEARN

By the end of this topic you should be able to:

- identify polite words and phrases in telephone conversations
- conduct a telephone conversation using polite words and expressions
- acknowledge the significance of etiquette in telephone conversations

KEY WORDS

etiquette, caller, receiver, hold the line, take a message, call back.

A telephone call is a conversation without faces, so good manners must come through the voice alone. Polite words and a clear structure make a caller feel respected. In this topic we identify polite words and phrases used on the telephone and practise conducting a polite telephone conversation.

1. Polite words and phrases

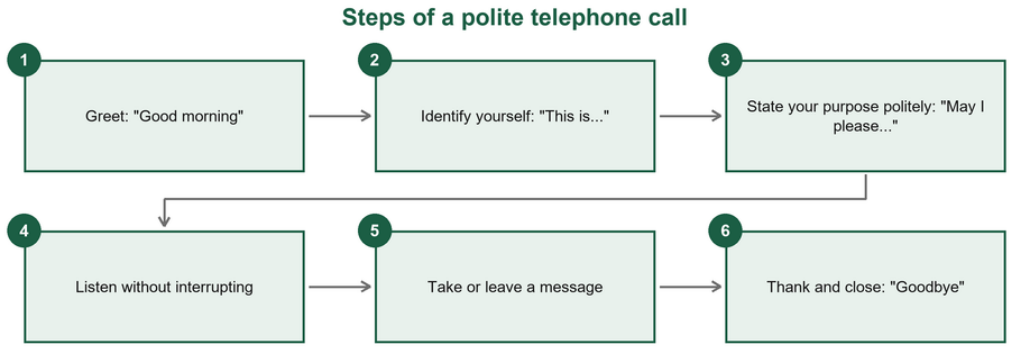
A model call

Receiver: "Good morning, this is Amani Junior School. Wanjiru speaking. How may I help you?"
Caller: "Good morning, Wanjiru. My name is Mr Odhiambo. May I please speak to the head teacher?"
Receiver: "Please hold the line while I check... I am sorry, she is in a meeting. May I take a message?"
Caller: "Yes, please. Kindly ask her to call me back. Thank you." Receiver: "You are welcome. Goodbye."

Telephone phrases

Purpose	Polite phrase
Greeting	Good morning / Good afternoon
Identifying yourself	This is... speaking
Asking	May I please speak to...? / Kindly...
Pausing	Please hold the line
Offering help	May I take a message?
Closing	Thank you / You are welcome / Goodbye

2. Steps of a polite call



Steps of a polite telephone call

- Greet and identify yourself.
- Speak clearly and listen without interrupting.
- Ask before putting someone on hold.
- Thank the caller and end politely.

3. Taking a message

A telephone message slip

WHILE YOU WERE OUT	
To:	The head teacher
From:	Mr Odhiambo
Phone:	0712 000 000
Time:	10.15 a.m., Monday
Message:	Please call him back about the parents' meeting.
Taken by:	Wanjiru

A telephone message slip

A good message records the caller's name, their number, the message itself and the time of the call, so that the person it is meant for can act on it.

4. What to avoid and handling a wrong number

Telephone etiquette

+ Do	- Do not
• Speak clearly and calmly	• Shouting
• Use polite words	• Eating or chewing while speaking
• Keep calls short and at sensible hours	• Long calls late at night

A wrong number
Receiver: "I am sorry, I think you have the wrong number."
Caller: "I apologise for the trouble. Goodbye."

KEY POINTS TO REMEMBER

- Greet, identify yourself and state your purpose politely.
- Use "May I...", "Please hold the line", "Thank you" and "Goodbye".
- Take messages with name, number, message and time.
- Do not shout, eat while talking or call late at night.
- Handle a wrong number with an apology.