

Subject: English	Topic: Complaints and Apologies	Date: //
Course/Programme: TEFL	Resources: Worksheets, White board, Projector (If working), Cut-outs.	Time: 01:00pm- 01:50pm
Level: Elementary Section:-----		Venue: -----
Prepared By: Ayesha Nigar		
<p>Objectives: At the end of the session, the learner will:</p> <ul style="list-style-type: none"> * Know how to reply to a complaint. * Know about different situations in which one needs to apologise. * Know the different phrases to be used for a polite apology. <p>Skills</p> <p>Reading – Reading the text to extract the important information. Speaking – making conversations. Listening and Speaking – eliciting information from peers and in-group work, via discussions.</p>		

Time	Tutor Input	Learner Activities	Functional Skills	Assessment	Resources
01:00-01:10	<p><u>Introducing the topic</u></p> <p>The teacher will ask the Ss questions like:</p> <ul style="list-style-type: none"> • What you do if by mistake you step on someone's toe in a queue? • What you do if you are unable to hear someone correctly on the phone? <p>The teacher will tell them different phrases to be used in case of apologising depending upon the intensity of the situation like:</p> <ul style="list-style-type: none"> • Pardon me, • I'm terribly sorry..... • I promise I'll neveretc. 	Students will answer the questions based upon their experiences.	Speaking and listening.	- Q&A, observation.	

01:10-01:25	<p><u>Main lesson focus (Activity One)</u></p> <ul style="list-style-type: none"> • The teacher will give students some cut outs. The ones in italics are the situations and the ones not in italics are the different ways to apologize. (Index A) • The students are asked to look at each situation and brainstorm to match them with the correct way of apologizing. 	Students will work individually for this task to match up the correct phrase to the situation.	Reading and analyzing.	- Task	Cut outs.
01:25-01:35	<p><u>Activity Two</u></p> <ul style="list-style-type: none"> • The teacher will distribute the next worksheet which is a dialogue between two people. (Index B) • The teacher divides the class in pairs and asks the students to read out the conversation. • The teacher will stress on the fact that while apologising you have to be polite, diplomatic and yet strong. 	The students will read out the dialogues.	Listening and speaking	Task	Worksheet.
01:35-01:50	<p><u>Activity Three (Role-play)</u></p> <ul style="list-style-type: none"> • The teacher divides the students in pairs and gives them 5 minutes to prepare a conversation based on the chosen situation. (Index C) • The students will act out the conversation scene in front of the class. 	Students will be working in pairs to act out the conversation.	Speaking and listening.	-Observation, peer feedback.	

<p>**Contingency plan**</p>	<p>**Should the lesson run slower than expected, then I will go through the answers for the first task after the break. However the lesson should run faster than expected then I shall give them more time to prepare for the role play</p>				
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Materials:

Index A:

<i>You are telling someone they are losing their job.</i>	"I'm sorry to have to tell you that..."	<i>You have eaten your friend's chocolates</i>	"I'm so sorry, I didn't realise they were yours."
<i>You behaved badly when you were drunk last night.</i>	"I'm afraid I'd had a little too much."	<i>You have just blown your nose in front of someone</i>	"Sorry, I think I've caught a cold."
<i>Someone enters while you are on the phone</i>	"Sorry, I'll just be a minute."	<i>You see someone smoking where they shouldn't</i>	"I'm afraid that isn't allowed here."
<i>Someone is speaking a language you don't know</i>	"I'm sorry, I can't understand what you are saying."	<i>You didn't follow someone's instructions</i>	"I'm sorry, I misunderstood."

Language analysis

<i>You kept someone who is phoning you on hold for a long time</i>	"Sorry to keep you waiting."	<i>You are phoning someone again to ask another question</i>	"Sorry to bother you again, but there's one more thing I don't understand"
<i>You have arrived late at a restaurant</i>	"Sorry I'm late. Have you been waiting long?"	<i>You need someone to move so you can get off the train.</i>	"Excuse me, can I just..."
<i>You have spilt someone's drink</i>	"I'm terribly sorry. Let me buy you another one."	<i>You spilled your drink on your own clothes</i>	"Whoops."
<i>A customer has just shown you a dirty spoon.</i>	"I'm sorry sir, I'll bring you a clean one right away."	<i>A waiter brought you the wrong food.</i>	"I'm sorry, but this isn't what I ordered."
<i>You have to tell someone their flight has been cancelled</i>	"I regret to inform you that there has been a problem."	<i>You accidentally bump after a big meal</i>	"Pardon me!"
<i>You didn't hear someone</i>	"Pardon?"	<i>You are trying to stop a stranger to ask for directions.</i>	"Excuse me. Can you help me?"
<i>Your wife has found out about your girlfriend</i>	"There is no excuse for my actions."	<i>You are a child who has broken someone's window.</i>	"I'll never do it again, I promise!"

Index B:

The following is the conversation between a Customer and a Time Warner Cable Services Cable guy.

Cable Guy: Time Warner Cable Services, may I help you?

Customer: I'm afraid I want to complain about your service.

Cable Guy: Oh! What seems to be the problem?

Customer: I am not receiving some of the channels that I have ordered.

Cable Guy: I'm sorry; I'll look into that right away.

Index C:

SITUATION 1:

You receive your English midterm score and it is much lower than you have expected as you are a good student in English and previously have always scored well in your quizzes and assignments. Complain to your professor about this mistake in grading. (Student to teacher)

SITUATION 2:

You are on a weekend trip to Riyadh and are staying in a hotel. It is summer time and outside it is really hot and the air-conditioner in your room is not working properly. Complain to the reception about this issue. (Customer to Receptionist)

SITUATION 3:

You are going to the school with your friend. She is driving the car really fast and sometimes she is not following the basic traffic rules. Complain to her about her rash driving. (Friend to Friend)

References:

www.usingenglish.com

http://www.youtube.com/watch?v=VjSHjPp_8v0

<http://www.youtube.com/watch?v=MQowl6IFXQ0>