

10

One of Those Days



COMPLAINT soup cold

REQUEST another bowl

COMPLAINT wrong change

REQUEST 50 cents more

COMPLAINT heater in hotel room not working

REQUEST repair it

COMPLAINT music too loud

REQUEST turn it down

COMPLAINT tape not loud enough

REQUEST turn it up

COMPLAINT bought a book—pages missing

REQUEST another one

COMPLAINT ordered coffee - not tea

REQUEST a cup of coffee

COMPLAINT this room too small

REQUEST a bigger one

COMPLAINT bought a sweater—hole in it

REQUEST a new one

COMPLAINT bought a pair of pants—shrank

REQUEST money back

COMPLAINT room too smoky

REQUEST open a window

COMPLAINT taxi driver driving too fast

REQUEST slow down

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Worksheet

10

ACTIVITY

Whole class: speaking

Mixer (For detailed instructions and advice on using mixers, see the notes for teachers at the beginning of the Resource Pack.)

AIM

To speak to as many partners as possible, making complaints, apologizing and making requests.

GRAMMAR AND FUNCTIONS

Complaining: *I'm sorry... I'm afraid...*

Apologizing

Responding to apologies

Making requests

VOCABULARY

General

PREPARATION

Make one copy of the worksheet for each group of up to 12 students. Cut the worksheet up into cards as indicated so that the students have one card each. You will need to keep one card for yourself to demonstrate the activity.

TIME

15 to 20 minutes

PROCEDURE

1. If there are more than 12 students in the class, divide them into groups. Give one card to each student in the class. Keep one for yourself.
2. Tell the students that they are going to make complaints and requests using the words and pictures on their cards as prompts. Before they start the activity, ask the students to look at their own cards and to write on the other side who they are complaining to and where they are. Tell the students to ask you if they are not sure what the illustration on their card shows.
For example: *Waiter or waitress, in a restaurant*
3. Write example dialogs on the board indicating the language the students should use. Explain that Student A's complaint and request will depend on the words and picture on their card and that Student B's response will vary slightly depending on the situation as written on the other side of the card.
For example:
Student A: *Excuse me! I'm afraid my soup is cold.*
Student B: *I'm very sorry, sir/ma'am.*
Student A: *That's all right, but could you bring me another bowl please?*

or
Student B: *I'm sorry, but you've given me the wrong change.*
Student A: *I'm very sorry, sir/ma'am.*
Student B: *That's OK, but would you mind giving me 50 cents more?*
4. Demonstrate the activity with individual students. Tell the students to hold their cards so the picture is facing them and the side they have written on is facing their partner. Ask several pairs of students to demonstrate the activity to the whole class, using their cards as prompts.
5. Now ask the students to go around the class complaining, apologizing and making requests with as many different partners as possible, using their cards as prompts. In this part of the activity, the students practice making the same complaint and request several times.
6. When the students have finished, ask them to exchange cards and to go around the class again, this time holding their cards the other way around so the word and picture prompt is facing their partner. The students take turns making complaints and requests using the prompts on their partner's card. In this part of the activity, the students make different complaints and requests each time they change partners.
7. The students continue in this way until they have spoken to as many different partners as possible.