


22

A problem

Student A

A•L•G•A•T•E
Computers by Mail



St Kilda's Industrial Estate
Johannesburg
Tel: (27 11) 2212 121

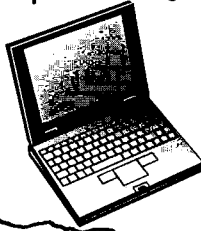
Anthony Leroux
Business Consultant
The Gate Building
Johannesburg
Tel: (27 11) 4598 763

- 23rd November Anthony Leroux ordered a laptop computer from Algate.
- 25th November _____
- 1st December The new laptop arrived at his office.
- 9th December _____
- 10th December He phoned Algate Customer Services and left a message, but they didn't call back.
- 12th December _____
- 16th December Algate Customer Services phoned. They said it was too late to return the laptop – the limit was 14 days.
- 18th December _____
- 20th December The lawyer sent a letter to Algate.
- 22nd December _____



Student B

A•L•G•A•T•E
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Anthony Leroux
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- 23rd November Anthony Leroux ordered a laptop computer from Algate.
- 25th November He went away on business to South America for two weeks.
- 1st December _____
- 9th December He got back to the office and checked the laptop, but it didn't work.
- 10th December _____
- 12th December He sent a fax demanding action.
- 16th December _____
- 18th December Anthony Leroux had a meeting with his lawyer.
- 20th December _____
- 22nd December Algate agreed to replace the laptop.

A problem Worksheet **22**

ACTIVITY

Groupwork: speaking

AIM

To put a set of events into the correct order and date them.

GRAMMAR AND FUNCTIONS

Past simple

What happened on (date)?

Saying dates

VOCABULARY

business consultant, mail order, computer, company, by mail, laptop, order, to go away on business, to check, to work

(= function), message, send a fax, to return a product, lawyer

PREPARATION

Make one copy of the worksheet for each pair of students and cut it in two as indicated.

TIME

15 to 25 minutes

PROCEDURE

- Copy the chart below on the board, writing the dates from the worksheet in note form. Do not write the words *What happened on _____?* at this point in the activity.

23 Nov.	25 Nov.	1 Dec.	9 Dec.
10 Dec.	What happened on _____?	12 Dec.	
16 Dec.	18 Dec.	20 Dec.	22 Dec.

- Drill the dates paying attention to the pronunciation of ordinal numbers, the names of the months and weak forms of *the* and *of*: /ðə twenti-ɔːz:d əv ɱəʊvembə/. Point out to the students that we say: *the twenty-third of November*, but we write: *23 November*.
- Put the students into pairs of Student A and Student B and give out the relevant worksheet.
- Ask some comprehension questions about them: *Whose business card can you see? What's his job? What does Algate sell? How?* Drill new vocabulary for pronunciation if necessary.
- Ask one student *What happened on the twenty-third of November? (Anthony Leroux ordered a laptop computer from Algate)* and repeat the question with two or three more students.
- Write the question on the board in the centre of the chart as shown in point 1: *What happened on 23rd November?* and drill the question with the class.

- Erase the date *23rd November*. Drill the question again using the dates you wrote in the chart as cues.
- Tell the students they have the story of Anthony Leroux and the problems he had when he bought a computer from Algate.
- Establish that the two worksheets are different.
- Explain the task. The students should complete the list of events by asking each other *What happened on _____?* questions.
- Once they understand the task, start the activity. Circulate and monitor.
- Check the answers by asking individual students what happened on specific dates.

FOLLOW-UP

With stronger groups you may want to try this follow-up. Get the students - in pairs - to act out different stages in the contact between Algate and Anthony Leroux. Assign different tasks to different pairs:

- Anthony Leroux's phone call to Algate Customer Services on 10th December complaining that the laptop doesn't work.
- Algate Customer Services' phone call to Anthony Leroux on 16th December explaining that it is too late to return the machine.
- Anthony Leroux's meeting with his lawyer on 18th December explaining the events up to that date.
- A phone call from Algate on 22nd December agreeing to replace the laptop.

After the students have practised in pairs, get each pair to act out their conversation for the rest of the group.