

Writing file 5 | Teacher's notes

Learning objectives in this lesson

Looking at style and appropriacy when responding to complaints in writing.

- 1 Ask students to discuss the questions in pairs before taking feedback from the class as a whole.
- 2 Tell students they are going to read a letter of complaint. Tell them they only have a minute to read it and have to find what it's about, the action asked for and the tone of the letter.

Answer

The complaint is about an incomplete order; they want the remainder of items immediately; the letter is polite but firm.

- 3 Ask students to discuss how they would personally respond to the complaint. Get some feedback and write suggestions on the board.
- 4 Ask students to look at the list of advice and to decide what is good advice and what is bad. Ask them to give reasons why the 'bad' advice is bad.

Answers

a, b, e, h and i are all good pieces of advice.

- 5 Get students to decide which order they would put the 'good' advice in in a response.

Suggested answer

Express sincere regret.
Explain how the trouble occurred.
Explain what you intend to do to rectify the situation.
Promise to get to the bottom of the problem.
Offer a goodwill gesture.

- 6 Get students to match the expressions to a use in exercise 4.

Answers

- 1 Express sincere regret
- 2 Explain how the trouble occurred
- 3 Promise to get to the bottom of the problem
- 4 Explain what you intend to do to rectify the situation
- 5 Offer a goodwill gesture

- 7 Ask students to match the sentence halves. You could ask them to do this in pairs before you take class feedback.

Answers

- a 5
- b 2
- c 1
- d 6
- e 3
- f 4

- 8 Ask students to work individually to match the phrases to phrases with a similar meaning in exercise 6. Check answers with the whole class.

Answers

- a 4
- b 1
- c 5
- d 2
- e 6
- f 3

- 9 Get students to choose a scenario and write a quick letter of complaint. Encourage students to look at the letter in exercise 2 to help them.
- 10 Once students have written the letters, collect them and redistribute them so each student gets another student's complaint. Then ask them to reply to the complaint. You can then give the reply back to the original student to see if they are happy with the response they got. This can be done in pairs.

Evaluation tips

When marking, look for relevant information, sensible paragraphing and logical ordering. Don't forget to comment on content as well as accurate use of language.