

## Rationale

**Class:** S.3 CMI

### **Unit of Work and Introduction to this Lesson:**

This is a unit of work which focuses on writing letters of complaint. To start the lesson, the teacher can ask the students to think about and share with their classmates whether or not they have had any experience of being treated poorly or badly. To bring out the theme/topic of the lessons, the teacher can then ask the students to share with their partner what they usually do if they are not happy with the service they receive.

Instead of telling the students straight away the format and structure of a letter of complaint, the teacher may adopt an inductive approach to allow the learners to consciously notice and discover the generic structure on their own. To do so, the teacher can first present the students with a scenario to stimulate their thinking. Then, the teacher can show the students a sample letter so that they can compare it with what they have thought of and identify the essential feature of this type of genre. To give the students some hands-on practice with sufficient scaffolding in writing a letter of complaint, the teacher might employ the technique of text-reconstruction to consolidate the students' learning, focusing on the content as well as the language.

### **Objectives and Aims:**

- (a) To give students an oral practice in recounting the experience related to receiving poor or bad services
- (b) To enable students to identify, understand and talk about the gist and key details of a letter of complaint
- (c) To enable students to understand and use some task-related vocabulary for successful task completion:
  - an airline, the cabin crew, a pilot, a passenger, Hong Kong International Airport, Heathrow Airport, take off, spill, an apology, sender's name, recipient's name, a complaint, to complain
- (d) To enable students to discover, notice and understand the purpose and audience for a letter of complaint and the formal style of this kind of genre
- (e) To enable students to discover, notice, understand and use the generic structure of a letter of complaint:
  - sender's address
  - date of letter of complaint

- name of company
  - company address
  - greeting
  - showing the reason for writing
  - giving background information (e.g., who you are)
  - describing the complaint (i.e., giving details)
  - describing the feeling (i.e., explaining why you are unhappy)
  - stating the demands (i.e., what you want)
  - final expression expressing expectation
  - closing
  - signature
  - sender's name
- (f) To enable students to discover, notice, understand and use some useful expressions in a letter of complaint:
- Greeting: *Dear Sir/Madam,*
  - Showing the reason for writing: *I am writing to complain about .....*
  - Giving background information: *I am one of the ..... who took flight ..... from ..... to ..... on .....*
  - Describing the complaint: *She walked away without an apology.*
  - Describing the feeling: *I am + [feeling] + by + [behaviour]*
  - Stating the demands: *I think I deserve .....*
  - Expressing expectation: *I hope you will ..... as soon as possible.*
  - Closing: *Yours faithfully,*