#### Speaking Lesson Plan

**I'd like to have a refund on it!**

**Length:**

30 minutes

**Students:**

14 students

**Instructor:**

Hwajung Lee

**Level:**

Pre-intermediate

**Materials:**

* 14 copies of example dialogue worksheet
* A list of the online order complaints
* White board and Board markers

**Aims:**

* Students will be able to complain to company by talking about their problems in role play.
* Students will learn vocabulary and phrases related to online order complaints from teacher’s introduction.
* Students will practice speaking and listening ability by sharing ideas in a group or with a partner.
* Students will become familiar with common expressions used during argument by talking in role-play

**Language Skills:**

* Speaking: role-play
* Listening: teacher’s elicitation and instructions, classmates’ ideas in discussion
* Reading: example dialogue
* Writing: making student’s own dialogue by changing example dialogue

**Language Systems:**

* Function: complaining about problems, responding for complaints
* Lexis: shipment, delivery charge, out of order, instruction manual, customer service, It’s not the same as the ad, I’d like to have a refund on it
* Discourse: discussing how we can change example dialogue, having conversation in role-play

**Assumptions:**

* Students are aware of when complaint and argument can happen.
* Students have experience to order something from online mall.
* Students can read and speak in English but not very accurately.

**Anticipated Errors and Solutions:**

* Students may have difficulty in understanding key vocabulary.

→ Provide students more examples.

* Some students may not be active in discussion and role-play.

→ Encourage student by asking for his/her opinion of what others are saying and explaining that it’s just role-play having fun with your partner.

* Students take longer to complete their task than expected.

→ Be flexible with the time as giving students more time to complete their task.

**References:**

* <http://www.eslflow.com>
* http://www.eng1on1.com
* http://www.esl.about.com
* <http://www.onestopenglish.com>
* Times Media TESOL Student Work Book

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| **Pre-Task** | | |
| Materials: Board and Markers | | |
| Time  3 min | Set Up  Whole Class | Procedure:  **Greeting**  Have you ever purchased faulty products in online malls? What was it? Have you ever complained to the companies? How did you feel?  **Introduction of Task**  (Write on the board ‘Consumer Complaint’)  T: Today we will be a customer who is complaining to an online mall and also be a consumer service representative of the company. |

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| **Task Preparation** | | |
| Materials: Board and Markers, a list of the online order complaints, 14 copies of example dialogue worksheet | | |
| Time  4 min  7 min | Set Up  Whole Class  Group | Procedure:  T:Look at the list. It’s some ‘online order complaints’ that could happen to us. What else can we add for this list?  **1. My own dialogue**  **Instructions**  You will make your own dialogue with an example dialogue. Before I hand out the worksheet, I’ll introduce a few terms.  **Vocabulary**  shipment  delivery charge  out of order  instruction manual  customer service  **Phrases**  It’s not the same as the ad.  I’d like to have a refund on it.  This is ridiculous!  I’m not shouting!  Don’t make excuses!  **Instructions Continued**  It’s an example dialogue worksheet. Think about a product you’d like to order from online mall. Discuss in your group and change the dialogue to make your own dialogue. I’ll divide the class into 3 groups. You have 7 minutes.  **CCQ**  What are you supposed to do?  Are you working alone?  How much time do you have?  (Monitor discretely. Help groups with any difficulties and make notes of language errors in discussing.) |
| **Task Realization** | | |
| Materials: Student’s own dialogue sheet | | |
| Time  3 min  10 min | Set Up  Pairs  Act out | Procedure:  **2. Role Play**  **Instructions**  Let’s practice role-play with your partner using your own dialogue so that you can perform in front of the class without your sheet later.  Work in pairs and take turns the roles. You have 3 minutes.  **CCQ**  What will you do?  How much time do you have?  Are you working alone?  T: Okay. It’s time to perform a role-play. Are you ready? Before you come up, select your roles: one student will be a complainer and another will be a customer service representative. Let’s watch the role-play. You will perform without your sheet.  (Take notes of language errors while each pair performs the role-play) |

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| **Post Task** | | |
| Materials: Board and Markers | | |
| Time  3 min | Set Up  Whole Class | Procedure:  **Feedback**  Did you enjoy role-plays? Is it a good idea to get mad while complaining to a company?  **Error Correction**  (Write students errors you notice during the discussion and role-play on the board. Let students try to correct as a whole class)  T: It’s time to wrap up. I hope you had fun trying to acting as a complainer and customer service representative. Today there is no homework. See you next class. |