

araq

StartUp 6

Writing

Unit2 – Lesson5

Page26



WHAT PROBLEMS HAVE YOU HAD WITH A STORE OR BANK? HOW DID YOU RESOLVE THEM?

Have Ss read the task and answer the questions. Then elicit their answers in class.

Have Ss do the task in class. If needed, teach the words.

B Complete the sentences with the words in the box.

debit	credit

1. The bank will _____ the money to your account as soon as you put it in.
2. The bank will _____ the money from your account when you spend it.



Have Ss skim the text again and do the task. Then check the answers in class.

READ PABLO'S EMAIL.

WHY DID HE WRITE IT?

Subject: Loan #521847936

From: Pablo Piñeda To: customerservice@mybank

Dear Sir or Madam:

I am writing in regard to my loan #521847936. My loan payment of $165 is automatically taken out of my checking account every month, but on April 25 I received a late payment email from you. I confirmed, however, that my checking account was debited on that date for that amount.

I called Customer Service and spoke to Ms. Sara Johnston. She acknowledged that there was a banking error and promised to take care of the problem, stating that the payment would appear on my loan account within 10 business days. However, it is now 14 business days since that phone call, and the payment has still not been credited to my account. In addition, I was charged interest and a late fee.

Would you kindly credit my account and remove the late fee and interest charge? I would also appreciate it if you would send me an email confirmation or have a representative phone me when the error is corrected. Please take care of this as soon as possible. Until now, my loan payments were always credited on time, and I have a good credit history. I'm concerned that this error may affect my credit score.

Thank you for your attention to this matter. Please let me know if any further information is required.

Sincerely,

Pablo Piñeda

Have Ss scan the text again and do the task. Then check the answers in class.

D Read the email again. Take notes in the chart.

General problem	
More detailed explanation of the problem	
Request	

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Sincerely,

Read the Writing Skill. Then reread Pablo's email. Find the examples of polite language in the email that have the same meaning as the less polite language below. Complete the chart.

Less polite language	Polite language
You have to credit my account…	Would you kindly credit my account...
You have to send me an email…	
Do this right away.	
Thanks for taking care of this.	
Tell me if you need anything else.	

WRITING SKILL

Use polite language in a formal email

Use polite language in a formal email when writing to complain or dispute a problem. It is more effective than using language that demands action. Polite requests usually help you get the results you want. Notice the difference between *Could you please find out how the problem happened?* and *I insist you tell me what happened!*

3 PLAN YOUR WRITING

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When did you have a dispute with a company? What was the general problem, what were the details of the problem, and how did you want them to resolve the problem?

Teach the model to the Ss and ask them to personalize it in the public chat.

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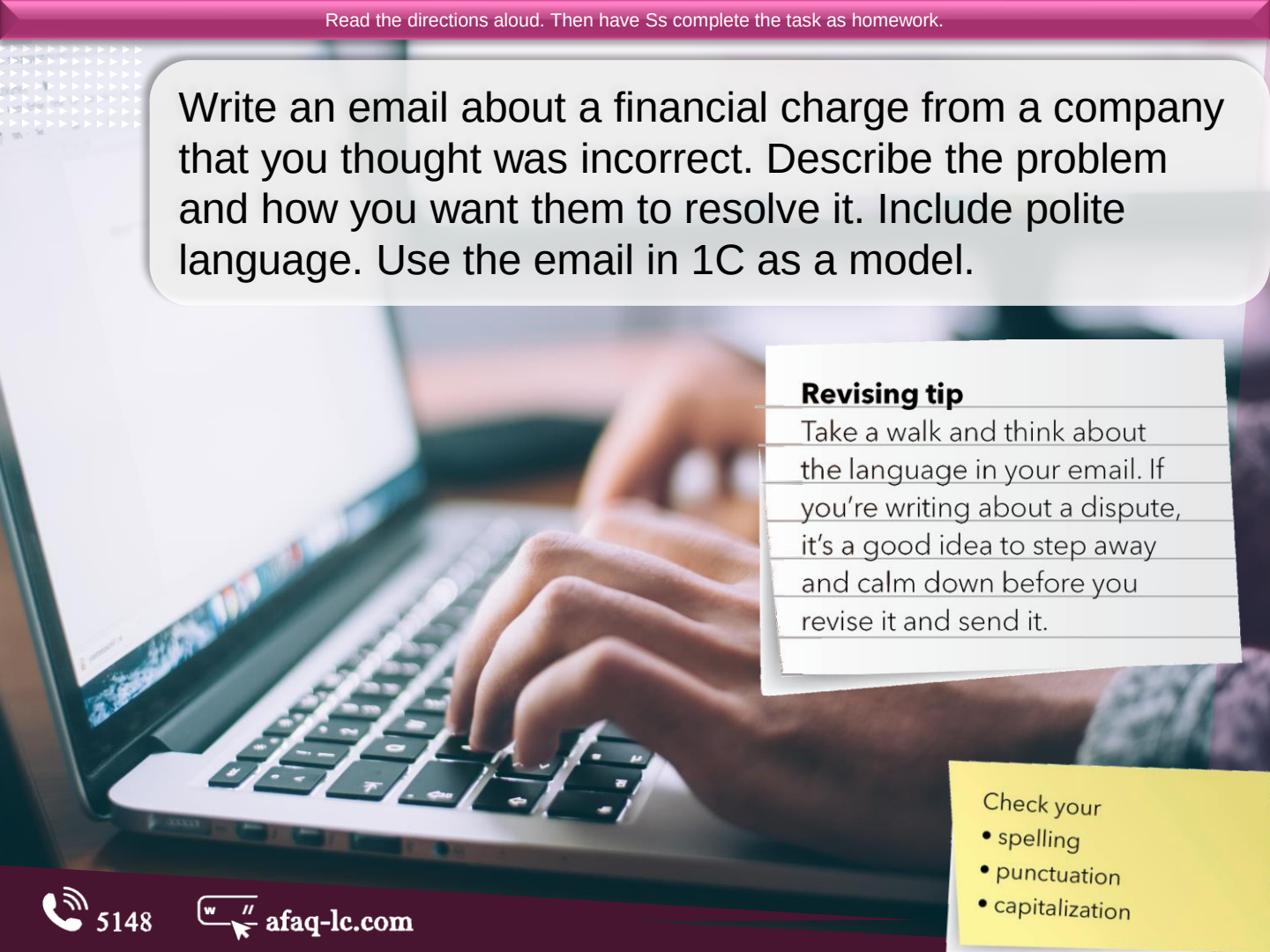


TALK ABOUT THE DISPUTE.

Create breakout rooms and have the Ss do the task.

Read the directions aloud. Then have Ss complete the task as homework.

Write an email about a financial charge from a company that you thought was incorrect. Describe the problem and how you want them to resolve it. Include polite language. Use the email in 1C as a model.



Revising tip

Take a walk and think about the language in your email. If you're writing about a dispute, it's a good idea to step away and calm down before you revise it and send it.

Check your

- spelling
- punctuation
- capitalization