

StartUp 5

Writing

Unit4 – Lesson5

Page50



afaq

WHAT DO YOU DO WHEN YOU BUY SOMETHING ONLINE AND IT DOESN'T WORK OR YOU ARE SENT THE WRONG PRODUCT? DO YOU COMPLAIN?

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

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

READ THE COMPLAINT.

WHAT PROBLEMS DID LAN HAVE WITH HER ONLINE ORDER?

Subject: Wrong clothes sent Date: May 30

From: Lan Pham To: Ida Green, Manager of Clothes and More

Dear Ms. Green,

This email is to tell you about a problem that I had with one of my orders from your online store. On May 5, I ordered two shirts from your website to wear on a special family vacation. Unfortunately, they not only arrived late, but they were also the wrong shirts.



Because the vacation started on May 20, I paid extra for fast delivery. Your website said that I would receive my order by May 10. However, it did not arrive until May 13. When I opened the package, I saw that I was sent the wrong items. I had ordered the “Madeline” style, one in red and one in yellow, both size 12. In the package were two blue shirts, size 8. Please see the attached pictures. I called your customer service number, and Marie, who was very understanding, told me that the correct shirts would be mailed to me overnight. They didn’t arrive until May 21, the day after I left for my vacation.



I have shopped with your store before and never had a problem. I love your clothes, too. That’s why I’m hoping that you will refund my money for the two shirts, as well as the extra money I spent for fast delivery.

Thank you for your help. I hope to hear from you soon.

Sincerely,

Lan Pham

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

C Reread the complaint. Complete the outline with information from the complaint.

A: Recipient (who the complaint is to) _____

B: Body of letter

1. Reasons for complaint
   - a. _____
   - b. _____
2. Details of complaint
   - a. _____
   - b. _____
   - c. _____
3. Suggested resolution _____

C: Closing and sender _____

Teach the writing skill and have the Ss do the task in class.

2 FOCUS ON WRITING

Read the Writing Skill. Then circle the polite language that you find in the complaint.

WRITING SKILL Use polite language

Use polite language in a written complaint so that a person or company will be more likely to help. Writers use softening words like *unfortunately* and give compliments when they can to make a complaint sound more polite.

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3 PLAN YOUR WRITING

Think of an item you bought that you had a problem with or use your imagination to think of a new situation. What did you buy? What was the problem with it? How would you like the store to resolve the problem?

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

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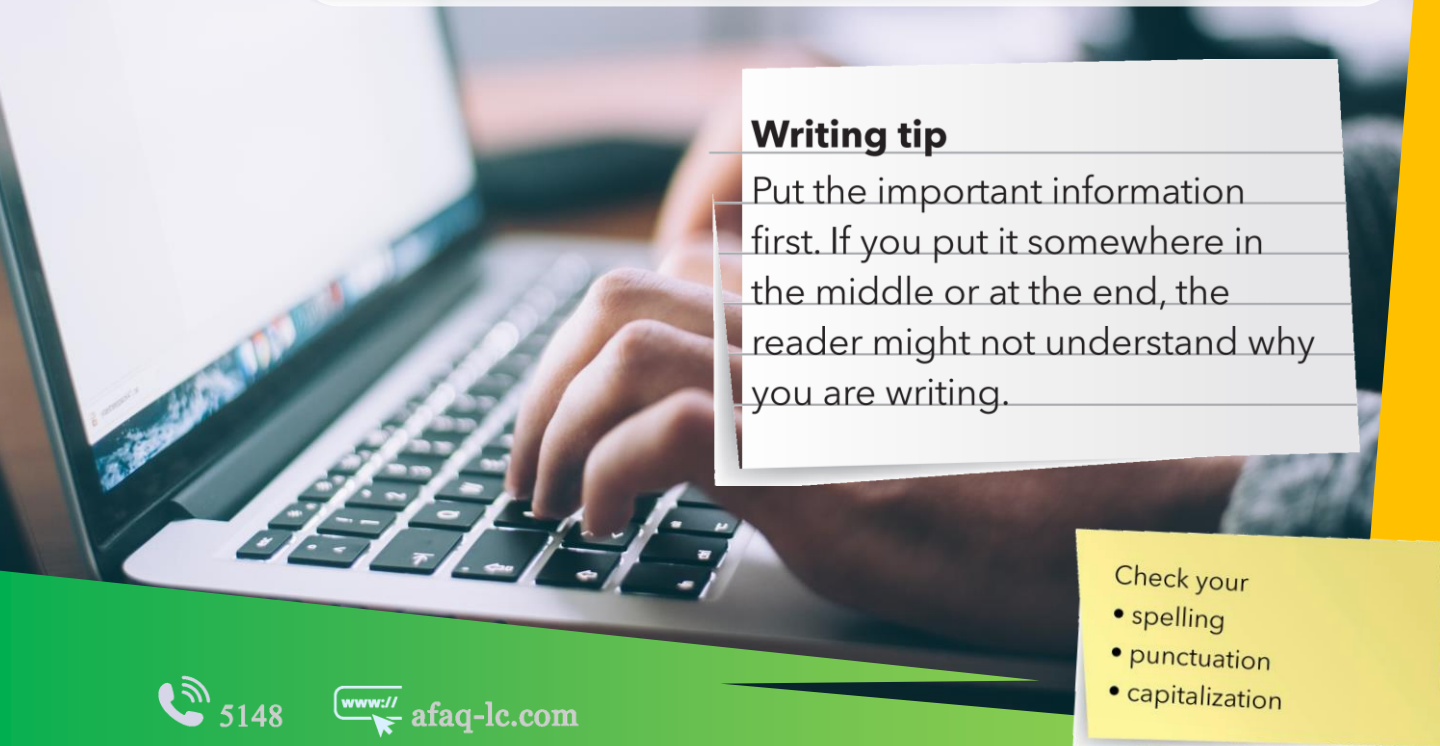
Lan Pham

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TALK ABOUT YOUR IDEAS. SUGGEST WAYS YOUR PARTNER CAN IMPROVE OR ADD TO HIS OR HER IDEAS.
Create breakout rooms and have the Ss do the task.
5148
www://
afaq-lc.com

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

Write an email to complain about an item that you bought.
Make sure you use polite language in your complaint. Use the complaint in 1B as a model.



Writing tip

Put the important information first. If you put it somewhere in the middle or at the end, the reader might not understand why you are writing.

Check your
- spelling
- punctuation
- capitalization