

Level: Second year Bacculaureate
 Topic: **Gifts of Youth**
 Lesson and standards: **Making and responding to complaints**-interpersonal
 Estimated Time: **50 minutes**
 Material: Students' book, Post cards, visual aids, chalkboard
 Source: GATEWAY 2
 Seating Arrangement: Pair work, cooperative learning

Unit 3
Lesson 4

Competencies: by the end of the lesson, students should be able to

- Express and make complain
- Respond to complain

Tasks	Steps / Activities	Time	Observations						
<ul style="list-style-type: none"> • To break the ice and create fruitful learning opportunities 	<p>Opening The lesson Your neighbor is always making noise all the time. It is unbearable one during the day and night. What can you do?</p> <p>Synonyms: Complain: accusation, annoyance, , charge, clamor, criticism, dissatisfaction, expostulation, fault-finding, grievance, gripe, grouse, grumble, kick, lament, moan, objection, plaint, protest, protestation, remonstrance, remonstration, representation, reproach, rumble*, squawk, stink, trouble, wail, whine</p> <p>Antonyms: applause, approval, commendation, contentedness, happiness, praise, recommendation, sanction</p>	5 mn							
<ul style="list-style-type: none"> • Comprehension question • Rely on the text to find expressions • Adding up expressions: 	<p>A. What is ATM Automated Teller Machine</p> <p>B. :</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 20%; text-align: center; vertical-align: middle;">Making complaints</td> <td> <ul style="list-style-type: none"> ○ Sorry, I have a complaint ***** ○ I just don't know how to say it, but... ○ I am afraid I have to make a serious complaint. ○ Oh, I've got a bit of a problem here, you see... ***** ○ I am sorry to say this but... ○ I want to complain about... ○ I am afraid I have a complaint ... ○ I am angry about... ○ I have a complaint to make. ... ○ I'm afraid I've got a complaint about.... </td> </tr> <tr> <td style="text-align: center; vertical-align: middle;">Accepting a complaint</td> <td> <ul style="list-style-type: none"> a.I am sorry about that. ***** b.Oh, I am sorry about that... c.I can't tell you how sorry I am. d.Oh, dear. I'm really sorry. ***** e.I'm so sorry, but this will never occur again. f. I'm sorry, I promise never to..... g.I'm really sorry, I'll do my almost/best not to..... h.I'll see to that right away ma'am. i. I'll correct the situation immediately, sir. j. I accept full responsibility for... </td> </tr> <tr> <td style="text-align: center; vertical-align: middle;">Rejecting a complaint</td> <td> <ul style="list-style-type: none"> k.Well, I am afraid there is nothing we can do about it actually l. Well, I am afraid there isn't much we can do about it. ***** ▪ Well, I think that was not my fault ▪ That' none of my business ▪ Right, but you know I have no control over the situation ▪ That's none of your business ▪ Right, but you know, I have no control over it. </td> </tr> </table>	Making complaints	<ul style="list-style-type: none"> ○ Sorry, I have a complaint ***** ○ I just don't know how to say it, but... ○ I am afraid I have to make a serious complaint. ○ Oh, I've got a bit of a problem here, you see... ***** ○ I am sorry to say this but... ○ I want to complain about... ○ I am afraid I have a complaint ... ○ I am angry about... ○ I have a complaint to make. ... ○ I'm afraid I've got a complaint about.... 	Accepting a complaint	<ul style="list-style-type: none"> a.I am sorry about that. ***** b.Oh, I am sorry about that... c.I can't tell you how sorry I am. d.Oh, dear. I'm really sorry. ***** e.I'm so sorry, but this will never occur again. f. I'm sorry, I promise never to..... g.I'm really sorry, I'll do my almost/best not to..... h.I'll see to that right away ma'am. i. I'll correct the situation immediately, sir. j. I accept full responsibility for... 	Rejecting a complaint	<ul style="list-style-type: none"> k.Well, I am afraid there is nothing we can do about it actually l. Well, I am afraid there isn't much we can do about it. ***** ▪ Well, I think that was not my fault ▪ That' none of my business ▪ Right, but you know I have no control over the situation ▪ That's none of your business ▪ Right, but you know, I have no control over it. 	10 mn 20 mn	
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<ul style="list-style-type: none"> • Follow up 	Students will add up other situations for further understanding	15 mn							