

Theme 4 Unit 5

E-Shopping

the message, ask a few quick questions to check understanding, for example:

- What is the name of the person sending the e-mail? (Helen Brown)
- Who is the e-mail being sent to? (The Online DVD Club – admin@onlinedvdclub.com)
- What is the subject of the e-mail? (She is dissatisfied with the service she has received on her July DVD order).

Draw students' attention to the greeting (Dear Sir or Madam:) and the closing (Yours faithfully). Point out that we use these greeting and closing forms because we don't know the specific name of the person who will read the e-mail.

Tell students to read the e-mail in their groups and find the four complaints that Helen Brown mentions. Elicit the answers.

Answers:

- 1 She did not want the recommended DVD but she had to order it because of the membership conditions.
- 2 She received a bill for an additional 10 percent of the price listed on the website and does not want to pay it.
- 3 She thinks Online DVD Club should only sell DVDs that most people like.
- 4 She says she did not know that she could not return DVDs after she had watched them.

Ask students to discuss in their groups whether the company or the customer Helen Brown is at fault concerning each of the complaints. To do this, they need to refer to the terms and conditions for membership listed in Activity 2 on page 58. Elicit answers from the class, and ask them to give their reasons.

Answers:

- 1 **The customer is at fault.** According to item #4 in the terms and conditions, it is not necessary to buy the recommended DVDs. So there was no need for Helen Brown to buy the recommended DVD for March.
- 2 **The customer is at fault.** According to

item #7, DVDs must be paid for within three months or 10 percent of the cost is added to the charge. But it does not say that a customer should wait for 3 months before paying for a DVD.

- 3 **The customer is at fault.** There is no guarantee in the terms and conditions that Online DVD Club will sell only DVDs that most people like. A company cannot know in advance if the customer will like every product.
- 4 **The customer is at fault.** Item #8 states that DVDs can only be returned if they are faulty.

Workbook, page 52, Activity 1

Tell students they are going to hear recorded instructions from a company's telephone complaint helpline. They have to listen and number the correct telephone extension for each option. Play Listening 4.5.1 twice, then elicit the answers.

Listening Script 4.5.1

[sfx: phone ringing tone]

Thank you for calling the 'Dial-a-Complaint' helpline. We are here to advise you how to make a complaint. Press 1 for advice on making a written complaint, press 2 for advice on making a verbal complaint, press 3 to speak to an advisor, and press 4 to hear the options again.

Answers:

- a 4 c 1
b 2 d 3

Workbook, page 52, Activity 2

This text lists key points in making a written complaint. First, students fill in the gaps with words from the box at the top. Remind them to read the whole text through before deciding on which word best fits in each gap. There is

Note: one extra word in the box.

Students discuss the answers in their groups. Then play Listening 4.5.2 so they can check their answers. The listening begins with the instructions students have already heard in Listening 4.5.1.

The answers are given in **Bold** in the listening script below.

Listening Script 4.5.2

[sfx phone ringing tone]

Thank you for calling the 'Dial-a-Complaint' helpline. We are here to advise you how to make a complaint. Press 1 for advice on making a written complaint, press 2 for advice on making a verbal complaint, press 3 to speak to an advisor, and press 4 to hear the options again.

[sfx noise of pressing a number]

Advice on making a written complaint

When you write a letter or e-mail of complaint, follow these guidelines:

Think carefully before you complain.

Reread any information that is related to the problem.

Make your **(1) complaint** as soon as possible. Do not delay.

Say where and when you bought the product, and how much it **(2) cost**.

Describe the **(3) product** or service you bought.

Explain the problem clearly in your letter or e-mail.

Keep your letter or **(4) e-mail** short and to the point.

Describe what **(5) action** you have already taken, and what happened.

Tell the company what you want them to do them to do about the problem.

Tell the company that you expect a **(6) reply** within a certain period of time.

Do not send original **(7) documents**. Send photocopies or scan documents and attach them to your e-mail.

Keep **(8) copies** of any letters or e-mails you send.

The extra word is **brought**.

Workbook, page 53, Activity 3

This matching activity introduces some vocabulary commonly used in making complaints. Elicit the answers and write them on the board or display them on an OHT.

Answers:

1 f	6 j
2 h	7 c
3 e	8 d
4 a	9 i
5 g	10 b

Workbook, page 53, Activity 4

This activity provides controlled practice in using some of the vocabulary introduced in Activity 3. Tell students this is an e-mail complaint message. Elicit the following information:

- the type of product or service that is the subject of the complaint (a sofa)
- the name of the person making the complaint (Helen Brown)
- the name of the company the complaint is directed to (Furniture Online)

Theme 4 Unit 5

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Ask students to explain why the greeting is 'Dear Sir or Madam:' (This is used when the name of the person is unknown).

Students complete the activity. Elicit the answers and write them on the board or display them on an OHT.

Answers:

- | | |
|----------------|---------------|
| 1 faulty | 5 claim |
| 2 guarantee | 6 refund |
| 3 dissatisfied | 7 replacement |
| 4 reject | 8 complaint |

Coursebook, page 59, Activity 4

Tell students they are going to write an e-mail of complaint. Tell them first to read the Writing Guide for Theme 4 on page 72 of the Workbook. Then have them choose ONE of the topics in the list in Activity 4 on page 59 of their Coursebook, and write an e-mail complaining about the problem. They should follow the format and style suggested in the Writing Guide and refer to the example given. They should also refer to the e-mails of complaint in Coursebook, page 59, Activity 3 and Workbook, page 53, Activity 4.

Students should write a first draft of their e-mail in their exercise books.

Across Cultures

Coursebook, pages 60 and 61

Workbook, page 54

Country Focus: Malaysia

Reading for Pleasure

Coursebook, pages 62 and 63

Omani Invention: Making Paper Out of Palm Leaves

Genre: Interview

Workbook, page 55

The Imagine Cup Competition

Genre: Interview

Background Information

KnowledgeOman.com is a voluntary online platform which was set up in 2008 by Tariq Al Barwani. Its aim is to give people in the community in Oman the opportunity to create, share and promote knowledge through online and offline initiatives. It features community news, and also interviews with people who have achieved success in contributing to the community. The two interviews featured in Theme 4 first appeared in KnowledgeOman.com newsletters in 2010. The website can be accessed on www.knowledgeoman.com.

Review and Reference

Coursebook, page 64

Workbook, pages 56 and 57

Note: At the end of this theme, don't forget to check students' spelling of the core words in the Glossary in the Review and Reference section on page 64 of their Coursebooks. They should have been learning these spellings during the theme.

Students read the learning objectives in Activity 1 of the Review and Reference section on page 56 of the Coursebook, then turn to Activity 1 on page 14 of their Workbooks and assess how well they have achieved each objective.

Students work through Activities 2 and 4 on pages 56 and 57 of their Workbooks. They then copy the chart in Activity 3 on page 57 into their exercise books, and complete it with 15 words of their choice from the theme. Finally, they look back through the theme and complete the Personalise It section at the bottom of page 57.

Answers to Across Cultures

Activity 1

- 1 linked
- 2 interior
- 3 multicultural
- 4 population

- 5 maximum
- 6 orang-utan
- 7 unemployment
- 8 rubber
- 9 bamboo
- 10 popular

- i Global warming
- j available
- k repair
- l systems

Activity 2

- a 28
- b 250
- c 2,607
- d 45
- e 2,000
- f 4,095.2
- g 300
- h 40

Activity 3

- 1 F. East Malaysia is divided into two states.
- 2 NG
- 3 F. Most of the population live in West Malaysia.
- 4 T
- 5 F. There are about 150 species of frogs in Malaysia.
- 6 F. Many forests have been cut down.
- 7 NG
- 8 F. You play *Sepak Takraw* with a ball of bamboo.

Answers to Review and Reference

Activity 2

- a was born died
- b were built
- c destroyed
- d was made
- e arrested
- f told

Activity 4

- a harmful
- b faulty
- c essay
- d According to
- e convenient
- f dissatisfied . . . complain
- g electronic
- h architect