

Lesson Details				
Time: 1hr Level: intermediate	Lesson: <i>Function</i> : Making and Responding to Complaints Anticipated problems: teacher may give further examples if the students failed to understand the meaning of complaints			
Teaching Materials				
a) Handouts. b) Textbook (Ticket to English) c) Blackboard.				
Instructional objectives				
By the end of the lesson, students will be able to: • Makes complaints. • Respond to complaints.				
Steps/stages	Lesson activities	Interaction	Time	Techniques
Warm up & Preparation	• greeting • T. presents the activity at hand (Function) and asks Ss some questions to trigger their imagination. • T. puts Ss in some imaginary situations where some complaints are made: neighbors/ waiter, clients...	Teacher and students	10 min	Eliciting
Observation	• To make sure they get the subject, the teacher asks the students to read a dialogue • T. asks Ss to reflect on the dialogue and discuss it.	Teacher and student	10 min	Reading
Practicing	• T. makes Ss extract expressions of complaint from the dialogue. • T. draws a chart on the BB and asks Ss to fill it in with the expressions they find in the dialogue. • T. provides Ss with more expressions of making complaint and responding to it and asks them to put these expressions in the right columns.	Teacher and student	15 min	Practicing through exercises
production	• Teacher asks the Ss to write a dialogue wherein they use the different expressions of complaint they have learned • Students share their dialogues with each other • Ss stick the handouts into their copybooks and copy down the chart.	Only students	20 min	Pair work

Complaint Lesson Plan

RJ Shavelson



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