

CELTA Lesson Plan No. 6

Lesson Plan

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Abstract

This is a 40 minute writing practice lesson plan. It aims to develop writing fluency through writing a complaint letter, and to practice and develop recognizing differences in register by comparing informal speech with formal writing. For the final "Less controlled written practice" stage instructor made 6 fake product advertisements, which have not been included in this document. If you want to deliver this lesson plan, look for advertisements online or in newspapers to bring to class. Written in October 2010 while instructor was studying for his Certificate in English Language Teaching to Adults (CELTA) in New Zealand.

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Lesson Plan Cover Sheet

Name:	Date:	Level:	Lesson type:	Lesson No.	Lesson length:
Jay Cederholm	11 Oct	Upper Intermediate	Writing practice	6	40 min

Main aims:

To develop writing fluency through writing a complaint letter

To practice and develop recognizing differences in register by comparing informal speech with formal writing

Subsidiary aims:

To practice and develop intensive reading skills in the context of a complaint letter

For this lesson:**What do the Ss know already?**

They will be familiar with writing letters but may lack confidence using formal language

What have the Ss done already?

They will have done the gist listening of the informal speech

They will have highlighted the target language in the formal letter

What problems do I think Ss will have in this lesson?

- **language:**

1. Ss may have a difficult time using the functional phrases in their own writing

- **materials:**

2. Ss won't be able to see directions on back of WS and reference other side at the same time

- **management:**

3. Ss may not have time to do Task 3

What am I going to do about these problems?

1. If it arises, I will assist Ss as I monitor their letter writing and make suggestions

2. Use OHT with complaint letter directions and bring extra paper to give to Ss

3. Quick f/b on OHP and Ss write down informal meaning

These are the materials and / or teaching aids I will use in the lesson:

Worksheet adapted from *New Cutting Edge Upper Intermediate*, 2005

OHP and OHT for feedback

Advertisement Pictures from *Google Images*

My personal teaching aim for today is:

To improve the clarity of my instructions, i.e. to stop repeating myself

To manage f/b more effectively

To manage time limits more effectively so the Ss will be able to write a letter of complaint

Tutor evaluation of plan: S* N* *for this stage in the course

Comment:

Lesson plan cover sheet continued –

**Use this side of the sheet if your lesson contains any language i.e.
grammar, vocabulary, phonology**

What is the meaning of the language?

Informal > Formal

1. You told me > I was told that
2. I'd get > I would receive
3. it in forty-eight hours, but actually > the course within forty-eight hours whereas in fact
4. it took nearly three weeks. > it took almost three weeks to arrive.
5. Your ad said that the exercises > Your advertisement promised that the necessary exercises
6. only take ten minutes a day, > would be enjoyable and take only ten minutes a day to complete.
7. but I've worked out > However, I have calculated
8. that they take > that in order to complete the exercises suggested, it would take
9. more like two hours a day > closer to two hours a day
10. And another thing – I just cannot understand > Furthermore, I totally fail to comprehend
11. how you can say these boring exercises are enjoyable. > how you can describe these tedious exercises as
enjoyable, or suggest that they will ‘open your imagination’.

What is the form of the language?

1. active > passive
2. no contraction
3. no colloquial phrase
4. more detail
5. no abbrev, more detail
6. more detail, word order
7. new sent, no contraction
8. more detail
9. no colloquial phrase
10. exaggeration
11. more specific vocab
exaggeration
more detail

What is important about the phonology of the language?

Time	Stage	Aim	Procedure	Inter-action
7 min	Clarification of meaning	To clarify meaning of target language	T says, "We will match what Phillip says on the phone to what Phillip writes in the letter. Read the letter and write your answers here." (point to letter column) <ul style="list-style-type: none"> - T does example w/Ss – 1. You told me = I was told that - Ss read and write answers, T monitors - Pair check – "Check your answers in pairs." - Brief plenary f/b – OHP, T nominates S, uncovers answers on OHT 	T > Ss S S > S Ss > T
8 min	Clarification of form	To clarify the form of the target language	T says, "We will talk about what changed in the written letter. It could be grammar, vocabulary or word order. Let's do #1 together." (point to change) <ul style="list-style-type: none"> - T does example w/Ss – 1. You told me = I was told that – Active to Passive voice - "In groups of 3, talk about the changes. Each group will do two. Write your answers." - T puts in groups of three and tells them which numbers to do. (Group, 2 & 3) - Ss discuss and write answers, T monitors - Plenary f/b – OHP, T asks group, writes answer on OHT - T labels Phone – Informal, Letter - Formal 	T > Ss Ss > Ss Ss > T
5 min	Controlled written practice	To provide controlled written practice of the target language	T says, "I will give you a word or phrase. In pairs, find the same formal word in the letter. Then, come to the OHP and underline the word/phrase." <ul style="list-style-type: none"> - Ss read and write on OHP, T monitors - Brief plenary f/b – Ss check answers 	T > Ss S > S S
5 min	To highlight the target language	To highlight the difference between informal and formal language	T says, "I will give each of you a piece of paper. One has a word or phrase that is informal. One has the same word or phrase that is formal. You will find your pair." <ul style="list-style-type: none"> - T give each S a paper - T says, "Stand up and come to the middle. Find your pair." - Ss find pair, T monitors, T tells Ss to sit down after they are in a pairs - Brief plenary f/b – T nominates Ss 	T > Ss Ss > Ss Ss > T
15 min	Less controlled written practice	To provide less controlled written practice of the target language	T says, "You will write a letter of complaint. Choose 1 of the 6 products. Think of at least 4 things that went wrong. Write to the company and ask for your money back. The teachers will decide which letter is the best. The best letter gets a prize." <ul style="list-style-type: none"> - T puts Info-products on table, Ss pick one - Ss write letter, T monitors - T gives tape to Ss and they put letter on wall - Ts judge and prizes awarded 	T > Ss S T > Ss

Task 1

Match what Phillip says in the letter to what he said on the telephone. Write your answer.

Phone Conversation	Written Letter	Change
1. You told me	1.	1.
2. I'd get	2.	2.
3. it in forty-eight hours, but actually	3.	3.
4. it took nearly three weeks.	4.	4.
5. Your ad said that the exercises	5.	5.
6. only take ten minutes a day,	6.	6.
7. but I've worked out	7.	7.
8. that they take	8.	8.
9. more like two hours a day	9.	9.
10. And another thing – I just cannot understand	10.	10.
11. how you can say these boring exercises are enjoyable.	11.	11.

Task 2

Read the letter and find the formal word or phrase. Write your answer.

1. After (paragraph 1)
2. buy (1)
3. unhappy (2)
4. but actually (2)
5. to do (3)
6. I have worked out (3)
7. I just cannot understand (3)
8. I think (5)
9. I want all my money back (5)

Task 3

Write the informal meaning of the word or phrase.

1. Following our telephone conversation
2. I am writing to complain about
3. the product and service I have received
4. for a number of reasons
5. Firstly
6. Finally
7. a total waste of my time and money

Task 4

Choose a product and write a letter of complaint. Think of at least 4 things that went wrong.
Write to the company and ask for your money back.

After we talked on the phone

Following our telephone conversation

I am very upset with

I am writing to complain about

Firstly **to start with**

the thing I bought and help that you gave me

the product and service I have received

for so many reasons

for a number of reasons

Finally **to end with**

a total waste of both my time and money

your product was not worth my money or time

Task 1

Match what Phillip says in the letter to what he said on the telephone. Write your answer.

Phone Conversation	Written Letter	Change
1. You told me	1. I was told that	1.
2. I'd get	2. I would receive	2.
3. it in forty-eight hours, but actually	3. the course within forty-eight hours whereas in fact	3.
4. it took nearly three weeks.	4. it took almost three weeks to arrive.	4.
5. Your ad said that the exercises	5. Your advertisement promised that the necessary exercises	5.
6. only take ten minutes a day,	6. would be enjoyable and take only ten minutes a day to complete.	6.
7. but I've worked out	7. However, I have calculated	7.
8. that they take	8. that in order to complete the exercises suggested, it would take	8.
9. more like two hours a day	9. closer to two hours a day	9.
10. And another thing – I just cannot understand	10. Furthermore, I totally fail to comprehend	10.
11. how you can say these boring exercises are enjoyable.	11. how you can describe these tedious exercises as enjoyable, or suggest that they will ‘open your imagination’.	11.

Task 3

Write the informal meaning of the word or phrase.

1. Following our telephone conversation – after we talked on the phone
2. I am writing to complain about – I am very upset with
3. the product and service I have received – the thing I bought and help that you gave me
4. for a number of reasons – for so many reasons
5. Firstly – to start with
6. Finally – to end with
7. a total waste of my time and money – your product was not worth my money or time

Task 1

Match what Phillip says in the letter to what he said on the telephone. Write your answer.

Phone Conversation	Written Letter	Change
1. You told me	1. I was told that	1. active > passive
2. I'd get	2. I would receive	2. no contraction
3. it in forty-eight hours, but actually	3. the course within forty-eight hours whereas in fact	3. no colloquial phrase
4. it took nearly three weeks.	4. it took almost three weeks to arrive.	4. more detail
5. Your ad said that the exercises	5. Your advertisement promised that the necessary exercises	5. no abbrev, more detail
6. only take ten minutes a day,	6. would be enjoyable and take only ten minutes a day to complete.	6. more detail, word order
7. but I've worked out	7. However, I have calculated	7. new sent, no contraction
8. that they take	8. that in order to complete the exercises suggested, it would take	8. more detail
9. more like two hours a day	9. closer to two hours a day	9. no colloquial phrase
10. And another thing – I just cannot understand	10. Furthermore, I totally fail to comprehend	10. exaggeration
11. how you can say these boring exercises are enjoyable.	11. how you can describe these tedious exercises as enjoyable, or suggest that they will 'open your imagination'.	11. more specific vocab exaggeration more detail

Task 2

Read the letter and find the formal word or phrase. Write your answer.

1. After (paragraph 1) - following
2. buy (1) - purchased
3. unhappy (2) - dissatisfied
4. but actually (2) – whereas in fact
5. to do (3) – to complete
6. I have worked out (3) – I have calculated
7. I just cannot understand (3) – I totally fail to comprehend
8. I think (5) – I am of the opinion that
9. I want all my money back (5) – I demand a complete refund of everything that I have paid

Task 3

Write the informal meaning of the word or phrase.

1. Following our telephone conversation – after we talked on the phone
2. I am writing to complain about – I am very upset with
3. the product and service I have received – the thing I bought and help that you gave me

- 4.** for a number of reasons – for so many reasons
- 5.** Firstly – to start with
- 6.** Finally – to end with
- 7.** a total waste of my time and money – your product was not worth my money or time