

Actividad 1: *Client's rights*

PROPÓSITO

Se pretende que los estudiantes redacten ideas para una carta de reclamo relacionada con un tema de su interés. Lo logran si comprenden los textos que leen, usan el léxico adecuadamente y las estructuras textuales acordes al tema; esto favorece su expresión oral y escrita.

OBJETIVOS DE APRENDIZAJE

OA 2: Producir textos orales y escritos claros en contextos relacionados con sus intereses e inquietudes, con el fin de expresar una postura personal crítica que respeta otras posturas

OA 3: Utilizar su conocimiento del inglés en la comprensión y producción de textos orales y escritos claros, con el fin de construir una postura personal crítica en contextos relacionados con sus intereses e inquietudes.

ACTITUDES

- Pensar con apertura a distintas perspectivas y contextos, asumiendo riesgos y responsabilidades.

DURACIÓN

5 horas pedagógicas

DESARROLLO

Razones para escribir cartas de reclamo

- El docente los motiva para que, en grupos de tres, discutan sobre el uso de este tipo de cartas, escriban sus ideas en sus cuadernos y luego las compartan: *In groups of three, discuss:*
 - The reasons why someone would write a letter of complaint.*
 - What could be achieved by writing this type of letter.*
 - Consider as many scenarios as possible and then, prepare to share your answers with the class.*
- Los alumnos reciben un texto con un esquema de una carta de reclamo, con sus partes fundamentales: *greeting, introduction; body, ending y final remarks*. Para ayudarlos a escribirla, el docente les entrega algunas frases tipo que conozcan y puedan usar.

Descubriendo las partes de una carta

- Luego señala: *Read the following ideas and recognize the parts of a letter of complaint.*

LETTER OF COMPLAINT

Greeting

If we do not know the name of the person:

Dear Sir/Madam,

If we know the name of the person:

Dear Mr.../ Dear Mrs... / Dear Ms.+ surname

Reason for writing:

Introduction

- *I am writing to express my concern about the fact that...*
 - *I am writing to complain about...*
 - *I must complain in writing about...*
- I am writing with regard to...*
- *I wish to complain in the strongest terms about...*

Body of e-mail

I wish to draw your attention to...

I would suggest that...

I suggest that immediate steps be taken.

I wish to complain about...

I look forward to a prompt reply

I hope that you will take into consideration...

I am really dissatisfied with...

Ending

I look forward to hearing from you as soon as possible.

- *We look forward to you dealing with this matter without delay.*
- *I am returning these goods/items because...*
- *I feel that your company should consider an appropriate refund because...*
- *We feel there must be some explanation for (this delay) and expect your prompt reply.*
- *Will you please look into this matter and let us know the reason for ...*
- *Thank you for your assistance.*
- *I look forward to hearing from you at your earliest convenience.*
- *Please look into this matter at once and let me know the delay.*
- *Thank you for your cooperation in correcting this detail...*

Final remarks:

Yours sincerely (when you know name of person) / Yours faithfully (when you do not know name of person)

Your first name + surname

- Con la ayuda de un diccionario, leen ese modelo de carta de reclamo –que presenta una situación real dentro de un restaurante– y después hacen actividades de comprensión.

Read the following letter of complaint and then do the activities that follow.

1st September 2018.

Dear Sir/Madam,

I am writing to complain about the service which my friend and I experienced last Friday at 19:30 in your 'Blue Moon' restaurant. Both my friend and I were very disappointed.

First of all, not only was my friend's steak absolutely raw but it was also served with very spicy sauce which she had not ordered. Consequently, the meal cost more than we had expected.

Moreover, the waiter only agreed not to charge us for the sauce when we asked to speak to the manager.

On top of this, we had to ask him three times to turn down the volume of the music before we could finally hear each other and have a proper conversation.

Due to this situation we experienced, I expect to receive compensation from you before the end of this month. If not, I will be forced to take the matter further. I look forward to your prompt reply.

Yours faithfully,

Maureen Jones

Example of Letter of Complaint

- Para que distingan y expliquen el contenido y la estructura de una carta de reclamo, el docente señala: *Answer the questions in your notebooks:*
 - How many complaints can you identify in this letter? Underline them.*
 - What sort of language is used? Formal? / Informal?*
 - What comes first in the letter, what next and what last?*
 - Each paragraph of any piece of writing must always include a **topic sentence** which gives the big idea of what the paragraph is going to be about. Underline the topic sentence of each paragraph.*
 - In no more than four lines, summarize the content of this letter.*
 - Do you think this letter could be effective? Why?*
- Comparan y contrastan sus respuestas con las de un par.

Análisis de una carta de reclamo

- El profesor les muestra el esqueleto de una carta de reclamo sobre problemas en un supermercado y les dice: *Now you will look at the outline of a letter of complaint about problems at a supermarket. In your copybooks, write an example of a good topic sentence for:*
 - *the third paragraph (complaints c and d)*
 - *the fourth paragraph (complaints e and f)*
- An example of the first paragraph has been done for you:*

Conexión interdisciplinaria
Educación Ciudadana
OA3
Analizar el impacto de diversos modelos de desarrollo y las políticas económicas en la vida cotidiana y en el cambio climático, en función de la sustentabilidad y del aseguramiento de una vida digna y justa para todos con condiciones para el desarrollo personal y colectivo.

Firstly, the shopping carts in the store should be replaced. Not only did I cut my hand on the metal handle but also the wheels of the cart did not allow the cart to move in one direction. As a result, I could not finish my shopping.

*As you can see, the **first sentence of the paragraph (topic sentence)** summarises the problems produced by the cart. Then, these problems are presented:*

of the hand being cut by the metal handle (a).

of the wheels of the cart not working well (b).

Letter of Complaint.

Problems at a supermarket.

Paragraph 1: Opening paragraph:

The reason for writing (to complain about my experience in your supermarket).

Body:

Paragraph 2

In the shop,

(a) sharp metal handle: hand being cut.

(b) the wheels of the cart not working well: could not finish shopping.

Paragraph 3

At the check-out,

(c) the cashier was talking on the phone and I had to wait a long time to be served.

(d) I had to start queuing in another check-out because, when I told her to stop talking on the phone, she told me her check out was closed.

Paragraph 4

After I had taken the shopping home, I found that,

(e) many apples in the bag were black inside.

(f) the meat was three days past its expiration date.

Paragraph 5: Closing paragraph:

Ask the manager for an apology and some compensation before the end of the month.

- El docente pide que, en grupos de tres, lean las *topic sentences* de sus pares y los retroalimenten al respecto.

Revisión del uso de conectores

- Los jóvenes revisan cómo se emplea para construir frases dentro de un texto y realizan ejercicios para apoyar su comprensión. El profesor presenta la siguiente actividad:

Different types of sentence-building connectors. *Connectors are words or expressions that are used to put ideas together in order to create longer sentences.*

Match the different ideas (1 – 6) with the correct set of expressions (a – f). There is an example at the beginning (0).

0. Addition... **a**

1. Contrast...

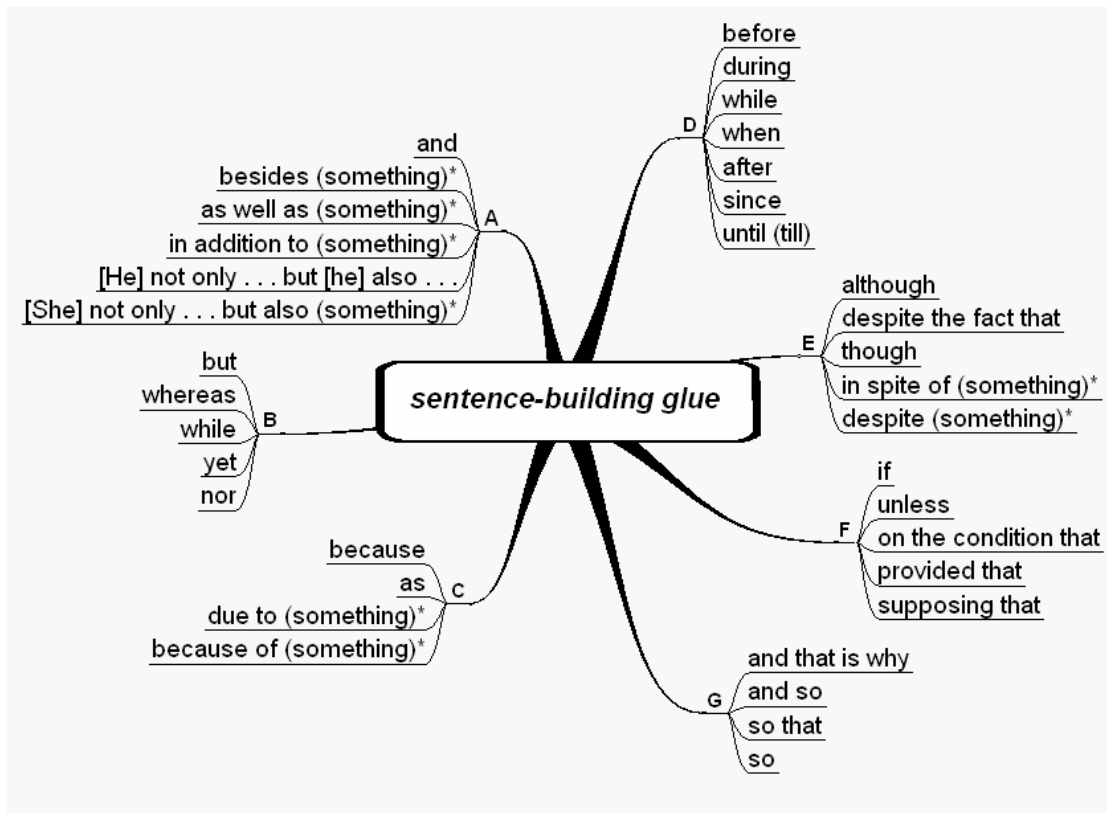
2. Time...

3. Condition...

4. Reason...

5. Concession...

6. Result...



- El docente revisa la actividad y puede reforzar con otros ejercicios de conectores ubicados en sitios web, como:
 - <https://www.curriculumnacional.cl/link/http://learnenglishteens.britishcouncil.org/grammar/beginner-grammar/conjunctions-or-so-because-although>
 - <https://www.curriculumnacional.cl/link/https://basicenglishspeaking.com/conjunction-and-but-so-because/>

Escribiendo una carta de reclamo

- Finalmente, demostrarán que han comprendido cómo presentar una carta de reclamo y para qué. El docente les señala: *Read the following letter and improve it. Work with a partner and write the new version in your copybooks.*

*Dear Customer Services,
Your bus service is awful, and I hate your company. I was really late for my flight so you must give me my money back.
You should have told us your buses were having trouble. We didn't really know what was happening and I don't have time to waste. You should have newer buses and then they wouldn't break down. I was very upset, and I think you should obviously give me my money back. My ticket is with this letter. Send me a cheque for the fare.
Yours sincerely, Joe Jones*

- Intercambian sus textos mejorados, los revisan y entregan sus opiniones a otra pareja para verificar que hayan corregido cada uno de los párrafos, evaluando las estructuras y el léxico que usaron, y constatar si hay cohesión y coherencia en las ideas.
- El profesor pide a algunas parejas voluntarias que presenten su versión de la carta y las revisan en conjunto.
- Además, entrega algunas claves o *tips* referidas a este tipo de carta, que apoyan lo que han aprendido.

For a successful letter of complaint, use the following persuasive techniques:

Powerful vocabulary: *annoyed, upset, disgusted, outraged, devastated*

Rhetorical questions: *Can you imagine how I felt? How would you feel if this had happened to you?*

Making the recipient feel important: *I am sure that in your position as Senior Manager, you will deal with this as soon as possible/ promptly.*

Negotiating: *I was hoping to purchase another TV from you, and should this be solved quickly, intend to do so in the next few weeks.*

Warning: *I advise you to improve your staff training as it would not look very good if you started to lose customers due to poor service.*

- Más tarde, podrán incorporar estas técnicas en nuevos ejercicios o actividades.

Orientaciones para el docente

Se sugiere los siguientes indicadores para evaluar formativamente los aprendizajes:

- Analizan la estructura y las características de una carta de reclamo.
- Escriben una carta de reclamo con dichas estructura y características.