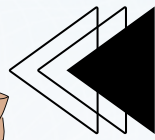


Describing Problems with Products or Services



Level: B1/Low Intermediate

Duration: 60 minutes

Course Title:

Batch/Class:

Objective:

By the end of the lesson, students will be able to:

- Describe problems with products or services in English using basic vocabulary and phrases.

Materials Needed:

- Whiteboard and markers
- Flashcards with key vocabulary (e.g., broken, damaged, late, refund, etc.)
- Handouts with dialogues and scenarios related to customer service
- Pictures of different products or services (optional)

Warm-up (10 minutes):

- Begin the class by asking students about their experiences with customer service in their native language. Discuss the importance of being able to describe problems with products or services when living in or visiting an English-speaking country.
- Introduce the topic of the day: "Customer Service: Describing Problems with Products or Services". Discuss the importance of this skill when interacting with English speakers.

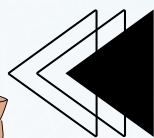
Presentation (15 minutes):

- Introduce key vocabulary related to problems with products or services. Use flashcards for visual aid and pronunciation practice.
- Use the whiteboard to write simple sentences about problems with products or services and explain each part. For example, "The product is broken.", "My order was late.", "I would like a refund."
- Show pictures of different products or services (if available) and practice describing problems using the key phrases.

Practice (20 minutes):

- Distribute handouts with dialogues and scenarios related to customer service. Students practice the dialogues in pairs, taking turns in each role.
- Conduct a listening exercise where the teacher acts as a customer describing a problem with a product or service. Students listen and then identify the key phrases used in the conversation.

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Production (10 minutes):

- **Role-play activity:** Set up scenarios where students need to describe a problem with a product or service, such as calling a customer service line, returning a product to a store, or discussing a problem with a service provider. Encourage students to use the key vocabulary and phrases learned in the lesson.

Wrap-up (5 minutes):

- Review the key vocabulary and phrases. Ask students to provide examples of how to use them.
- Encourage students to practice describing problems with products or services in English outside of class. They can do this in their daily lives or by using English language learning apps or websites.

Homework:

- Write a dialogue of a customer service interaction where they need to describe a problem with a product or service.
- Listen to an English-language conversation online (provide a few recommended resources) about customer service and write down the key phrases used.

Assessment:

- Participation in class activities and discussions.
- Accuracy and creativity in the role-play activity.
- Completion and quality of homework assignments.

Teacher's Notes:

Happy Teaching!

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