

17b But you said ...!

Overview

Students read a telephone conversation between a client and a building contractor discussing some building work. The work didn't go to plan and students read about each person's grievances. They then roleplay the conversation where the client phones the contractor to complain about the work. Reported speech is practised.

Preparation

One copy of the worksheet for each student with exercise 2 folded over and the rolecards for students A and B removed.

Procedure

- 1 Introduce the topic by recounting a time when you contracted someone to do work for you and had been disappointed with the result, e.g. work at your office or home, etc. Invite students to share their own experiences.
- 2 Explain that students are going to read a phone conversation between the head of a modelling agency and a builder. Divide the class into pairs and give each student a copy of the worksheet with exercise 2 folded over. Read through the dialogue with the class and explain any unfamiliar vocabulary. Then ask students, in their pairs, to practise reading the dialogue aloud.
- 3 Ask students what they think of the situation. Do they think the work will go well? Why / Why not? Then explain that things did in fact go badly wrong. Both Ms Jones and Mr Owen are not happy.
- 4 Ask students to fold back exercise 2 and read the instructions. Then give each student in a pair a rolecard. Ask students to read their rolecard to find out why their character is not happy. (Make sure students realise that Ms Jones and Mr Owen have probably had subsequent phone conversations, so some of the information here will be new to what they read in the initial conversation.)
- 5 Tell pairs of students to prepare to roleplay the conversation when Ms Jones phones Mr Owen to complain. (You might like to have groups of students playing each role sitting together during the preparation stage.) Monitor, helping with vocabulary as necessary and encouraging students to use reported speech.
- 6 When everybody is ready, students roleplay the conversation using the example lines of the conversation at the bottom of the worksheet to start. Monitor, helping as necessary.