Integrated skills



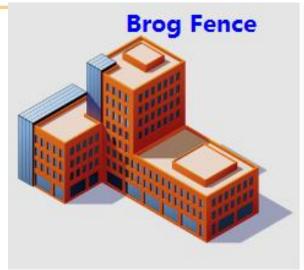
Learning objectives

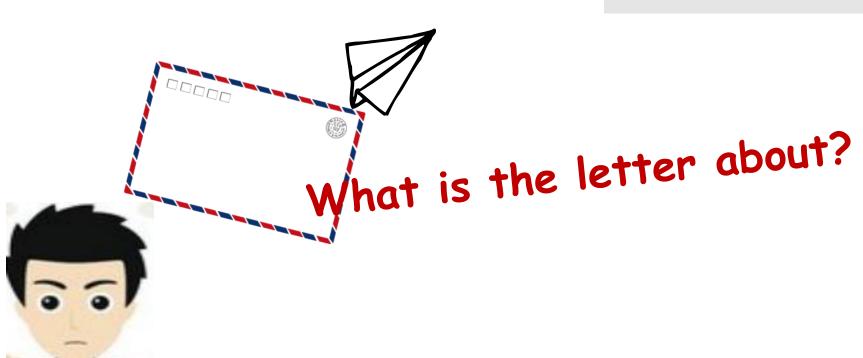
By the end of this period, students are expected to:

- 1. acquire some specific information from the complaint letter by listening
- 2. work out some proper solutions to the problems by discussing;
- 3. draft a letter of apology and evaluate it according to Grading Criteria;
- 4. enjoy the pleasure of overcoming the difficulties while listening and writing.

Preview work

- 1.抱怨某事 complain about sth.
- 2.表达不满 convey/express one's dissatisfaction
- 3.糟糕的服务 poor service
- 4.对..满意 be content/ satisfied with
- 5.调查此次事件 look into/investigate the matter/ incident
- 6.恳请你的原谅 beg your forgiveness
- 7.把某事牢记在心 keep/ bear sth. in mind
- 8.弥补,赔偿 make up for sth./ compensate sb. for sth.
- 9.我为造成的任何不便真诚地向你道歉。
 - I sincerely apologize to you for any inconvenience that I have caused.
- 10.我承诺我会负担所有的相关费用。
 - I promise/ make a promise that I will cover all the relevant costs.





Jasper Smith



Task 1: choose the correct answers



- 1. () Why does Jasper Smith write this letter?
 - A. To make an apology.
 - B. To ask for help.
 - To make a complaint.
- 2. () How does Jasper Smith probably feel these days?

 A. Satisfied Annoyed C. Embarrassed
- 3. () What does Jasper Smith threaten to do?
 - Make a formal complaint
 - B. Find a lawyer to help
 - C. Go to Borg Fenc

will be forced to take my case to the Better Business Organization and...



Task 2: complete the notes below

- * his complaints in the letter
- ➤ He hasn't received a _____ for weeks.
- > The pieces of wood are coming apart because the nails are not nailed in properly.
- > The workers didn't pay attention to his fence
- ※ his appeal(诉求) in the letter
- The problems can be resolved as soon as possible
- Respond to this letter immediately and inform him of when he can get the things right

Please call me and let me know...





How will you resolve the problems?



Discuss with your partners and come up with proper solutions to the problems.

- 1. arrange for some experienced workers to fix the gate and fence;
- 2. compensate Jasper for the losses that have been caused;
- 3. organize some training programmes to improve the service;
- 4. give Jasper a discount on the following service fees;
- **...**



假定你是Brog Fence公司的经理,请就此次客户Jasper Smith的投诉事件用英语写一封致歉信,主要内容包括:

- (1) 写信目的:
- (2) 道歉的原由;
- (3) 提出相应的补救措施。

注意:

- (1) 词数80左右
- (2)可适当增加² 行文连贯。

处措施。
sincere
polite

要点

文体 letter of apology

人称 ∫ first person 第一人称

simple present tense 现在时

simple past tense过去时 simple future tense将来时

tone 语气

standpoint & reader awareness 读者意识





Tip 2: Keep the Grading Criteria fomPracticaleWritings.

维度	要点	评价内容
文章结构(2分)	层次性 连贯性	1. 能运用正确的应用文格式。 (有恰当的开头结尾,合理的分段。)
		2. 能注意段落之间、句子之间的自然衔接,有逻辑性。(恰当使用过渡词、关联词、插入语等)
写作内容(8分)	有效性 适切性 逻辑性	1. 能够紧扣题目要求,立意准确。言之有物,观点正确。
		2. 要点覆盖全面,条理清晰,表达清楚。
语言表达(3分)	得体性 丰富性	1. 能够正确运用时态、语态。
		2. 能够写出符合正确语法结构的句子。
		3. 能够运用丰富的词汇和多样的句式。
书写规范(2分)	准确性 规范性	1. 能够正确使用标点符号、大小写。
		2. 能够做到单词书写优美,卷面清晰整洁。





假定你是Brog Fence公司的经理,请就此次客户Jasper Smith的投诉事件用英语写一封致歉信,主要内容包括: (1)写信目的;

- (2) 道歉的原因;
- (3) 提出相应的补救措施。

Dear Jasper Smith,

Best regards,

Manager of Borg Fence



Tip 3: Remember to check your writing after you finish it.

Useful expressions

- 1.抱怨某事 complain about sth.
- 2.表达不满 convey/express one's dissatisfaction
- 3.糟糕的服务 poor service
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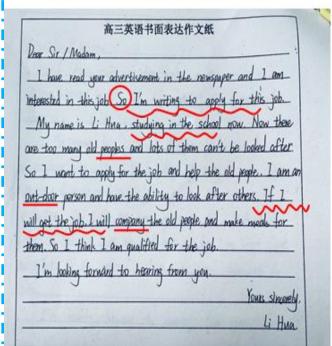
Task 1: exchange & evaluate your writing in groups

Requirements:

写作评价符号

- 横线
 错误之处
- 添加符号△:需补充内容
- 斜杠: 需要删除的内容
- 问号?:表意不明的内容
- 波浪线: 亮点表达
- 圆圈: 逻辑衔接词
- 评语: 一个优点,
 - 一个不足之处
 - 一个建议

求职信



Strength:

结构——恰当的分段、详略得 当。

内容--语言亮点:

★If I get the job, I will...

*-

卷面——书写优美,字迹清晰

Weakness:

内容: 个别单词使用错误,如: peoples, out-door, company

Correction suggestions:

"对这份工作的认识"这个 要点有所缺失





Task 2: select the best one in your group and share it with the whole class

My version

Dear Jasper Smith,

opening

I'm writing to apologize to you for failing to respond to your problems immediately because I have been on a business for two weeks.

body

We always keep it in mind that consumer satisfaction is the most important to us, so we sincerely regret that our poor service brought you dissatisfaction. I promise we will arrange for some experienced workers to make up for the fix work and strive for(努力争取) better service in the future. As compensation, you will get a discount on the following service fees.

Sorry again for any inconvenience that may be caused. I do hope that you can accept our apologies.

Best regards, Manager of Borg Fence

summary



listening

acquire Jasper's complaint in his letter

speaking

discuss and work out possible solutions

writing

draft and polish up a letter of apology



- 1. Polish up your writing and share with each other.
- 2. Finish another letter of apology and self-evaluation according to the Grading Criteria

