

**STAGE 1: Group work** (15 minutes)

**SITUATION:** Imagine that you have sold your package tour to a group of 4/5 five customers. However, your clients come back from the holiday not fully satisfied with the package that they bought.

*Can you imagine which negative comments they may have about it?*

**TASK:** Work with your group and brainstorm some ideas  
(you may find the text and vocabulary on page 44 helpful).

**STAGE 2: Mixed group work** (15 minutes)

**SITUATION:** One of your groupmates is going to leave the group. Meanwhile, one of your classmates from another group is going to tell you about the package tour that his/her group has created.

**TASK:** Using your brainstorming as a starting point, imagine that you are angry customers and gently complain about his/her proposal.

*\*Give him/her enough time to take notes!\**



**SITUATION:** Your groupmate is going to return and tell you about the complaints s/he has received from the “angry customers” in the other group.

(you may find the sample letter on page 45 helpful).

[illegible]

**SPEAKER**

**SITUATION:** You have prepared a package tour that you are going to present to a group of "angry customers".

**TASK:** Present your package tour and listen to their negative/comments complaints. Once you have finished, go back to your group and tell your groupmates about the customers' complaints.



**SPEAKER**

**SITUATION:** You have prepared a package tour that you are going to present to a group of "angry customers".

**TASK:** Present your package tour and listen to their negative/comments complaints. Once you have finished, go back to your group and tell your groupmates about the customers' complaints.



**SPEAKER**

**SITUATION:** You have prepared a package tour that you are going to present to a group of "angry customers".

**TASK:** Present your package tour and listen to their negative/comments complaints. Once you have finished, go back to your group and tell your groupmates about the customers' complaints.

