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!*
STAGE 3: Group work (20-30 minutes)

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.

TASK: Listen to their comments and write an appropriate answer to their complaints (you may find the sample letter on page 45 helpful).

Dear Mr./Ms..., 

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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. Once you have finished, go back to your group and tell your groupmates about the customers’ complaints.