

Week:

Date of planning:

Period :

Date of teaching :

## UNIT 8: SHOPPING

### Lesson 4: Communication

#### I. OBJECTIVES

By the end of this lesson, Ss will be able to:

##### 1. Knowledge

- identify how to make complaints in English
- know about one's favourite shopping place

##### 2. Competences

- Develop competencies of communication, cooperation, and self-management.
- Be collaborative and supportive in pair work and group work.

##### 3. Personal qualities

- Raise ss' awareness of favourite shopping places.
- Have good attitude to making polite complaints

#### II. MATERIALS

- Grade 8 textbook, Unit 8, Communication.
- Computer connected to the Internet
- Projector / TV/ pictures and cards
- hoclieu.vn

#### III. PROCEDURES

##### 1. WARM-UP (3 mins)

###### a. Objectives:

- To create an active atmosphere in the class before the lesson;

###### b. Content:

- Have some chatting to create a friendly and relaxed atmosphere to inspire Ss to warm up to the new class.

###### c. Expected outcomes:

- Having a chance to speak English and focus on the topic of the lesson.

###### d. Organisation

TEACHER'S AND STUDENTS' ACTIVITIES	CONTENTS
<b>Chatting:</b> <ul style="list-style-type: none"> <li>- T gives ss a situation: <i>Supposing you ordered a hat online, but when you got it, it didn't have the same color as you ordered. What would you do in that case?</i></li> <li>- T leads in the new lesson: - <i>If we aren't satisfied with sth you ordered, we can make complaints. There are two ways of making complaint that we will learn in Lesson 4. Communication.</i></li> <li>- Ask Ss to look at COMMUNICATION on page 86.</li> </ul>	<b>Expected answers:</b> <ul style="list-style-type: none"> <li>- <i>Making complaints</i></li> </ul>

**2. ACTIVITY 1: PRESENTATION (6 mins)****a. Objectives:**

- To introduce how to make a complaint;
- To help Ss practise making a complaint.

**b. Content:**

- Use everyday expressions to develop language skills (Making a complaint)

**c. Expected outcomes:**

- Learning how to make a complaint

**d. Organisation**

TEACHER'S AND STUDENTS' ACTIVITIES	CONTENTS
<b>I. Everyday English: Making a complaint</b> <b>Task 1: Listen and read the dialogue. Pay attention to the highlighted sentences</b> <ul style="list-style-type: none"> <li>- Play the recording for Ss to listen and read the conversation where Tom makes complaints about the SMART backpack he bought the previous week. Ask Ss to pay attention to the highlighted parts.</li> <li>- Elicit the structures for making a complaint. Have Ss practise the conversation in pairs.</li> </ul>	<p>To make a complaint, you can use:</p> <ul style="list-style-type: none"> <li>- <i>I'm calling/ writing to make a complaint about....</i></li> <li>- <i>I'm not happy with ....</i></li> </ul>
<b>Task 2: Work in pairs. In turns, make complaints about the situations below.</b> <ul style="list-style-type: none"> <li>- Ask Ss to work in pairs to make similar dialogues.</li> <li>- Tell them to use the contexts given and the sample requests.</li> <li>- Give feedback on their dialogues.</li> </ul>	<ol style="list-style-type: none"> <li>1. The cans of fish you bought at the shop expired five days ago.  <b><i>I'm calling to make a complaint about the cans of fish I bought at your shop five days ago. It was expired.</i></b></li> <li>2. An assistant at the shop was not very helpful.  <b><i>I'm not happy with an assistant at the shop. She was not very helpful.</i></b></li> </ol>

**3. ACTIVITY 2: PRACTICE (20 mins)****a. Objectives:**

- To help Ss practise listening for general and specific information.
- To provide Ss with some samples to help them talk about their favourite shopping places.

**b. Content:**

- Listen to some samples of favourite shopping places.
- Ask and answer about what the people in 3 like about the places they shop.

**c. Expected outcomes:**

- Knowing some different favourite shopping places
- Practising listening for general and specific information

#### d. Organisation

TEACHER’S AND STUDENTS’ ACTIVITIES	CONTENTS			
<b>Task 3. Listen to three people talking about their favourite shopping places and tick (v) the place they mention. (10 mins)-PW</b>				
<ul style="list-style-type: none"><li>- Have Ss read the instruction and the table so that they know what they have to do while listening to the recording.</li><li>- Play the recording and ask Ss to listen and tick the correct answers.</li><li>- Call on some Ss to read their answers.</li><li>- Confirm the correct answers as a class.</li></ul>	<b>Answer key:</b>			
	People	Open-air market	Discount shop	Convenience store
	1. Mai	P		
	2. Nam			P
	3. Alice		P	
<b>Task 4. Work in pairs. Take turns to ask and answer what each person in 3 likes about their shopping place (10 mins)- PW</b>				
<ul style="list-style-type: none"><li>- Have Ss work in pairs.</li><li>- Have Ss take turns to ask and answer about what each person in 3 likes about the place where they shop.</li><li>- Call on 2 - 3 pairs to share their lists. Make comments.</li></ul>	<b>Model dialogue:</b>			
	A: What does Nam like about shopping at a convenience store?			
	B: It saves him time.			
	<b>Suggested answers:</b>			
	<b>Mai:</b>			
	The products are home-grown and home-made. The market goes know one another.			
	They chat happily while selling and buying. <b>Nam:</b>			
	They are convenient because they are everywhere. You can save time.			
	<b>Alice:</b>			
	There is a wide range of goods there. Everything is cheaper than at other places.			

**4. ACTIVITY 3: PRODUCTION (10 mins)****a. Objectives:**

- To provide Ss with an opportunity to talk about what they like about their favourite places to shop.

**b. Content:**

- Talk about what they like about their favourite places to shop.

**c. Expected outcomes:**

- Apply what they have learnt so far in this unit (ideas, vocabulary, grammar) to talk about their favourite places to shop.

**d. Organization****Task 5. Work in groups. Share your favourite shopping place with your group.- GW**

- Have Ss work in groups.
- T gets Ss to apply what they have learnt so far in this unit (ideas, vocabulary, grammar) to talk about their favourite places to shop.
- Allow Ss some time to talk in their groups. Go round and give support if needed.
- Ask some Ss to share their ideas with the class.

***You can conclude:***

- The name of the place
- The reason(s) why you like it

**5. CONSOLIDATION (4 minutes)****a. Wrap-up**

- Ask Ss what they have learnt in the lesson.
- Ss retell 2 ways of making complaints and list some favourite shopping places

**b. Homework**

- Learn the ways to make complaints by heart.
- Write a paragraph of 50-70 words about your favourite shopping place.