

## Student Lesson Plan: How to Write a Formal Letter: Unit 1, Lesson 2

**Learning Objective:** Today you will get creative and learn how to use Scribeasy.com to generate visual ideas to help you write a letter of complaint.

You are going to create a visual scene (a picture) in preparation for writing a letter of complaint and you will identify why you are writing the letter and who you are writing to.

**Success Criteria:** By the end of the lesson, you will be able to:

- Identify the audience for your letter of complaint
- Choose an object or scenario to complain about
- Create a scenario with a setting, character and objects
- Explain how you feel about the issue

### Learning Steps:

#### Task 1. Introduction (5 minutes)

Think about and/or discuss the following questions with an adult or your group:

- What might you buy that could be damaged, faulty or broken?
- Or: What experience might you have that is unsatisfactory? For example, eating in a café/restaurant, going to the cinema, visiting a theme park, etc.
- Where did this take place? In a shop? Café? Zoo?
- Who would you complain to?

#### Task 2. (25 minutes)

Use **Scribeasy.com** and follow these instructions:

Go to the **Picture Gallery** on the menu. Use the **settings**, **characters** and **objects** to create a scenario (a scene or a picture) to help you visualise and plan a situation where you need to write your own formal letter of complaint.

Use the **settings** to create a scene. This could be where you bought an item or where the experience took place, or it might be a scene where the person you are complaining to works, like an office.

Now go to **objects**. If the scene is where the item was bought or where the experience took place, add pictures of the objects or things you would expect to see in that setting.

If the scene is where the person you are complaining to works, like an office, add appropriate items and furniture such as a desk and a computer, for example.

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Next, add one **object** or item that is broken, damaged or faulty, like the pair of trainers in the example letters you read in Lesson 1. This is what you will write a letter of complaint about.

Now find or create your own image of the **character** (the person) you are writing to who will read the letter. Is it a man or a woman? What are they wearing? Are they the boss of a company or a manager in a shop?

### Task 3. (10 minutes)

When you have finished your picture, choose 5 appropriate words from the vocabulary list you looked at in Lesson 1, (see: **Word Bank for 'Broken' & 'Damaged'**), to label your picture with synonyms for 'broken' and 'damaged'. You can also add words of your own to describe what is wrong with the item you bought or your experience.

#### Word Bank for 'Broken' & 'Damaged'

smashed, crushed, snapped, torn, ripped, split, marked, cracked, dirty, dented, shredded, crumbled, scratched, bent, in pieces, in bits, broken, damaged, faulty, defective, spoilt, flawed, impaired, imperfect

### Task 4. (15 minutes)

Now go back to the **Picture Gallery** on the menu and go to **characters**. Create a character that looks like you. What expression would you have on your face if you had just bought something that was broken or damaged, or if you had had a bad experience?

Use the adjectives that describe feelings from Lesson 1 (see: **Language for a Formal Letter of Complaint**) to label your picture with 3 words that describe your feelings about the situation.

#### Feelings Vocabulary

disappointed, distressed, frustrated, furious, annoyed, dissatisfied, disgruntled, disgusted, upset, let down, disheartened, baffled, confused, saddened

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### Task 5. Review & Reflect (5 minutes)

#### Review & Reflect

Creative Thinking	
Have fun and make up a name and a title for the person you are writing to (the recipient of your letter of complaint). It can be as funny as you like!	Example: Mr V. Useless
Have fun and make up a name and a title for yourself (the writer of the letter of complaint). It can be as funny as you like!	Example: Lady Hopeful

Check that you know:

- Who you are writing to
- Why you are writing
- How you feel about the issue
- What you want to happen next