

I'm having a problem with . . .

<p>Aims Practice reporting and responding to problems.</p>
<p>Language focus Function Report and respond to problems</p>
<p>Set-up Pair work</p>
<p>Lesson link For use after Unit 5, Lesson B</p>
<p>Time 25 minutes</p>
<p>Preparation Duplicate one worksheet per pair. Cut the worksheets in half on the cut line for Student A and Student B.</p>

right away. or I'll have someone get on it right away.
Students B then play the role of renter in an apartment building and report their problems to Students A, the building superintendent.

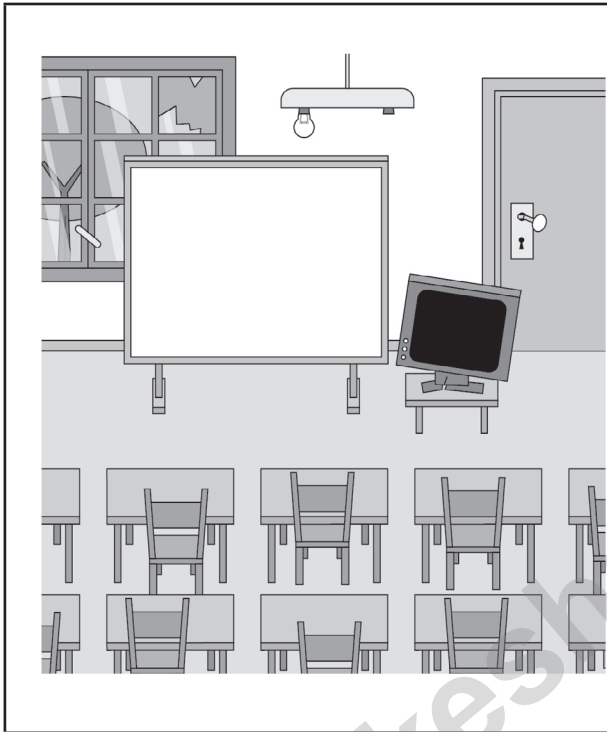
- Have students role-play the situations in pairs. You might want to have students sit back-to-back if this is possible. It makes the phone-call situation more realistic.
- As students are working, walk around to monitor the activity and help as needed. Encourage students to be dramatic and expressive as they act out the situations. Make note of any errors or problems to review later. To follow up, invite one or two pairs to act out one of the situations for the class.

Procedure

- Tell students they are going to do a role play to practice reporting and responding to problems.
- Put students in pairs. Give each student a role card. Tell students not to look at their partner's card. On each card, there are two situations and one picture. In one situation, the student is reporting the problems in the picture. In the other situation, the student is responding to problems the partner is reporting.
- Have students study the pictures on their cards. Ask: *What problems do you see in the pictures?* Elicit one or two responses for each illustration, but don't go over all of the problems. Then ask students to read the information on their card. Answer any questions about vocabulary.
- Explain that Students A begin by playing the role of a teacher with problems in their classroom. They are calling the director of the school. Elicit statements that students can make (*I'm having some problems with my classroom.*). Students B play the role of the director of the school and respond to the problem by listening carefully, apologizing, and saying things like: *I'll take care of it*

I'm having a problem with ...

Student A



SITUATION 1

Look at the picture. You are a teacher. You have some problems with your classroom.

- Call the director of the school.
- Tell the director about three problems in your classroom.
- Listen to the answers to each problem and respond.

SITUATION 2

You are the superintendant of an apartment building. A renter has some problems.

- Listen to the renter's problems.
- Apologize for and respond to each problem.
- After each problem, ask: "Is there anything else . . . ?"

Student B

SITUATION 1

You are the director of school. A teacher has some problems.

- Listen to the teacher's problems.
- Apologize for and respond to each problem.
- After each problem, ask: "Is there anything else . . . ?"

SITUATION 2

Look at the picture. You are renting an apartment. It's in terrible condition.

- Call the superintendant of your building.
- Tell the super about three problems in your apartment.
- Listen to the answers to each problem and respond.

