

T E X A S A D U L T E D U C A T I O N S T A N D A R D S
L E S S O N P L A N

Before you begin

Title: Complaint Letter at a Grocery Store

Setting: ESL

NRS Level(s): Level 4: Low Intermediate

Open entry/exit: No

Context: Family

Standard(s): ESL Convey Ideas in Writing

Benchmark(s): 1.4

Objective: To write a complaint letter to a store manager.

Materials: Dictionary, transparency

Estimated time needed to prepare for this lesson plan: 30 minutes

Estimated time needed to complete this lesson plan: 2 hours – 4 hours

The Lesson Plan

Introduce the lesson:

Show students transparencies of a customer speaking to the store manager about a damaged product.

Teach the lesson:

Show examples of complaints/notes written by other students. Have students discover the past tense verb. Pass out notes to all students.

Practice the lesson:

Students read the notes, to identify the problem. Students identify the verbs in the notes. Practice verbs in the simple past tense for regular verbs with worksheets.

Assess the lesson:

Give a new scenario and allow them to sue their knowledge in a less structured situation.

Apply the lesson to the real world:

Have students write notes of their own

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