

1 Josh's hotel in Memphis

Material

selbstrecherchiertes Bildmaterial von verschiedenen Arten von Urlaubsunterkünften (als OH-Folie od. für den Einsatz an der Dokumentenkamera oder Beamer)

Einstieg

- **SB bleibt geschlossen.** Überschrift an der Tafel: *Where do you stay in your holidays?* und Bildimpuls: L präsentiert eine Sammlung von Unterkünften als Bildcollage an der Tafel (oder nach Diktat der S): *youth hostel, hotel, motel, B & B (Bed and Breakfast), holiday flat, camping site, mobile home, tent, cabin, lodge ...*
- Austausch über positive und negative Vorerfahrungen in Ferienunterkünften: L berichtet zunächst von persönlichen Erfahrungen, dann die S von ihren.
L: *I went to a youth hostel in London with my students about 8 years ago. We booked the trip at a travel agency. When we arrived at the airport at 10 pm, there was no bus to take us (30 students with suitcases and bags) to the youth hostel. We had to go via train and double decker bus, because the tube in London doesn't operate after midnight. At 2 o'clock we arrived at the hostel. It was in an old building. We had very old towels and sheets, they weren't clean. The beds weren't comfortable. Imagine - the toilet in one room was broken! I told the people at reception about these problems. The same day they cleaned and repaired everything and even bought new towels! Back in Germany I wrote an email to the travel agency and complained about the trip. I received 1000 € for the group. What about you? Did you have a (good or) bad experience on your holidays?*
S: (freie S-Äußerungen)
- Überleitung zum Thema im SB:
L: *Josh Kane was in a hotel in Memphis – he had bad experiences too, and he wrote two emails. Read what happened to him there.*

a Read the two emails.

- Die S lesen beide E-Mails und notieren Wörter, die sie nicht kennen bzw. nicht erschließen können.
- Gemeinsame Wortschatzklärung im Plenum oder in PA mithilfe der Wortschatzanhänge im SB.
- Inhaltliche Klärung:
L: *Did Josh like the hotel? Why? Why not?*
S: *Josh didn't like the hotel because there were no towels. The shower was broken. The room wasn't clean. The people were unfriendly.*
- Mündliche Erarbeitung gemäß Arbeitsanweisung – L stellt sicher, dass die S den Unterschied zwischen formal und informell verstehen.

b Look at the blue phrases...

- Die S nennen zunächst die blauen Phrasen aus E-Mail A, die L (ggf. freiwillige/r S) untereinander in einer Spalte an der Tafel sammelt.
- Im zweiten Schritt werden die formelleren Entsprechungen aus E-Mail B in einer zweiten Spalte ergänzt.
- L erläutert, dass in formellen Briefen und E-Mails spezielle Grußformeln und keine Kurzformen verwendet werden.
- S. a. *Skills file 8*, SB-Seite 134–136.

c WORDS Find the words for pictures A–E.

- Einige der neuen Vokabeln auf dieser Seite können mithilfe dieser *matching activity* semantisiert werden.
- Die S können in Stillarbeit arbeiten oder gemeinsam im Plenum.

d You want to complain about a hotel in Memphis. Complete ...

- Überleitung:
L: *Imagine you want to complain about a hotel in Memphis in a formal email. Let's read Text B – the formal email again – and then try to complete this email in exercise 1 d.*
- mündliche Erarbeitung gemäß Arbeitsanweisung
- Die S arbeiten schriftlich und unterstützen sich ggf. in PA. Sie führen einen Partner check durch, bevor L eine Musterlösung mithilfe der Dokumentenkamera oder OH-Folie ergänzt.

► WB 18, p. 52 ► DFF 4.7

Lernschwerpunkt: eine formelle E-Mail verfassen

Kompetenzen: Reading formelle und informelle Schreibstile unterscheiden • Writing eine formelle E-Mail verfassen

Zeitbedarf: ca. 1 Std.

Minimalversion: Ex 1a, b, c

SKILLS TRAINING Writing

4

Formal and informal emails

1 Josh's hotel in Memphis

a Read the two emails.

- Which email is to a friend, and which is a formal email to a hotel?
- Why did Josh write to the hotel?

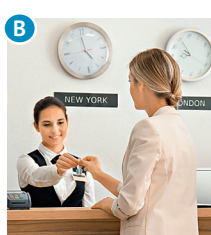
A

Hi Abi
I hope all is OK with you. I'm back from Memphis. We had a terrible hotel there – no towels and a broken shower. And the room wasn't clean. And really unfriendly people. I sure won't go back to that hotel. But Memphis was great.
All the best
Josh

b Look at the blue phrases from email A. What does Josh write for these phrases in email B?

c **WORDS** Find the words for pictures A–E.

clean • complain • reception • shower • towels



B

Dear Sir / Madam

I am writing to complain about your hotel in Memphis. I stayed there from 15th to 18th August.

My room was not clean and the shower did not work. And there were no towels in the bathroom.

I told the people at reception about these problems, but they were not very friendly.

I will not come back to your hotel!

Yours sincerely
Josh Kane

d You want to complain about a hotel in Memphis. Complete this email.

Dear ... (1)
I am writing to ... (2) about your hotel in Memphis. I ... (3) there from 2nd to 6th July.
My room ... (4) not clean and the table lamp ... (5) not work.
I told the people at ... (6) about these problems, but they were not very friendly.
I ... (7) not come back to your hotel!
Yours ... (8)
(your name)

Skills file 8 → p.134-136

Workbook 18 → p.52

1 a Lösung:

- Email A is to a friend, email B to a hotel.
- It wasn't good. / He wants to complain.

1 b Lösung:

Hi → Dear Sir / Madam
I'm → I am
wasn't → was not
won't → will not
All the best → Yours sincerely

1 c Lösung:

- A – towels
B – reception
C – clean
D – shower
E – complain

1 d Lösung:

Dear Sir / Madam (1),
I am writing to complain (2) about your hotel in Memphis. I stayed (3) there from 2nd to 6th July.
My room was (4) not clean and the table lamp did (5) not work.
I told the people at reception (6) about these problems, but they were not very friendly.
I will (7) not come back to your hotel!
Yours sincerely (8),
(your name)