

# Speaking for Intercultural Communication: Complaints and Apology

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# Study: Review

- ▶ Blundell: complaints and apology (+ responding to apology)
- ▶ Apologize, apology

- ▶ Study the conversation (At the Tea Stall). What is wrong with the conversation?
- ▶ Discuss ways to revise the conversation. Practice it with your partner.
  
- ▶ **Would you mind (Ving/N) CHANGING this plate?**
- ▶ **Would you mind not serving the biscuits with this plate, please?**
- ▶ **I really must object to + Ving/N**

- ▶ Review expressions of apologizing and (most importantly) responding to apology studied in the previous week
- ▶ Make a (very) short role play with situations in Part 3 (omit b and d) and Part 5 (omit c)

- ▶ KEEP your promise.
- ▶ Get well soon
- ▶ Let's get to the point

- ▶ Prepare and have the role play for part 6.