

Lesson Plan:

Resolving a customer-service problem

LEVEL	TIME	TOPIC
Intermediate (B1/B2)	60 minutes	Resolving a customer-service problem

Objectives

By the end of the lesson, students will be able to explain a service issue and negotiate a reasonable next step. They will also use evidence from the supplied material and appropriate language to explain a choice or qualify a claim.

Materials

Whiteboard, pens, and paper. Copy or display the supplied model and practice details; hide partner-only details until checking. All sample data are fictional.

Warm-Up Activity (8 minutes)

Activity: Ask what the company can confirm and what remains uncertain.

Presentation (15 minutes)

Model facts, impact, desired remedy, and calm follow-up. Practice restating an agreement before ending the exchange.

Language support: order number, damaged, replacement, refund; facts, impact, remedy; Could you...? Let me confirm...

Worked model / source: Order C204: lamp, \$28, due Monday, arrived Wednesday with cracked shade. Customer: The shade arrived cracked. Could you replace it by Friday? Agent: We can dispatch Thursday, but Friday arrival isn't guaranteed.

Guided Practice (15 minutes)

Activity: Complete a complaint with order, item, problem, desired outcome. Compare a promise of dispatch with a promise of delivery.

Suggested answers / teacher notes: Valid details: C204, lamp, cracked shade, replacement by Friday requested. Dispatch Thursday does not guarantee Friday receipt.

Procedure: Complete the first item together. Partners attempt the remaining items before seeing the notes. Ask them to explain a correction, then rehearse the corrected version.

Independent Practice (17 minutes)

Task: Customer needs lamp for Saturday; agent offers replacement with estimated Monday arrival or refund after return. Negotiate an available option and confirm action and timing.

Success check: Check calm factual account, reasonable request, honest limits, and final confirmation. Do not award fluency for an impossible promise.

Support and challenge: Offer the target phrase frames during planning. For a challenge, ask learners to justify a wording choice, consider a different audience, or identify a limitation without adding unsupported information.

Wrap-Up / Review (5 minutes)

Review: Ask students to offer a specific remedy for a fresh complaint.

Ask learners to explain their response using the model or practice material. Revisit one shared difficulty before collecting the final work.

Homework (Optional)

Write a brief customer-service message with relevant details.

Follow-up: Use the supplied model as a reference. Bring the response back for a brief partner check against the lesson objective; correct one detail or language choice before submitting it.