BENT BUT NOT BROKEN

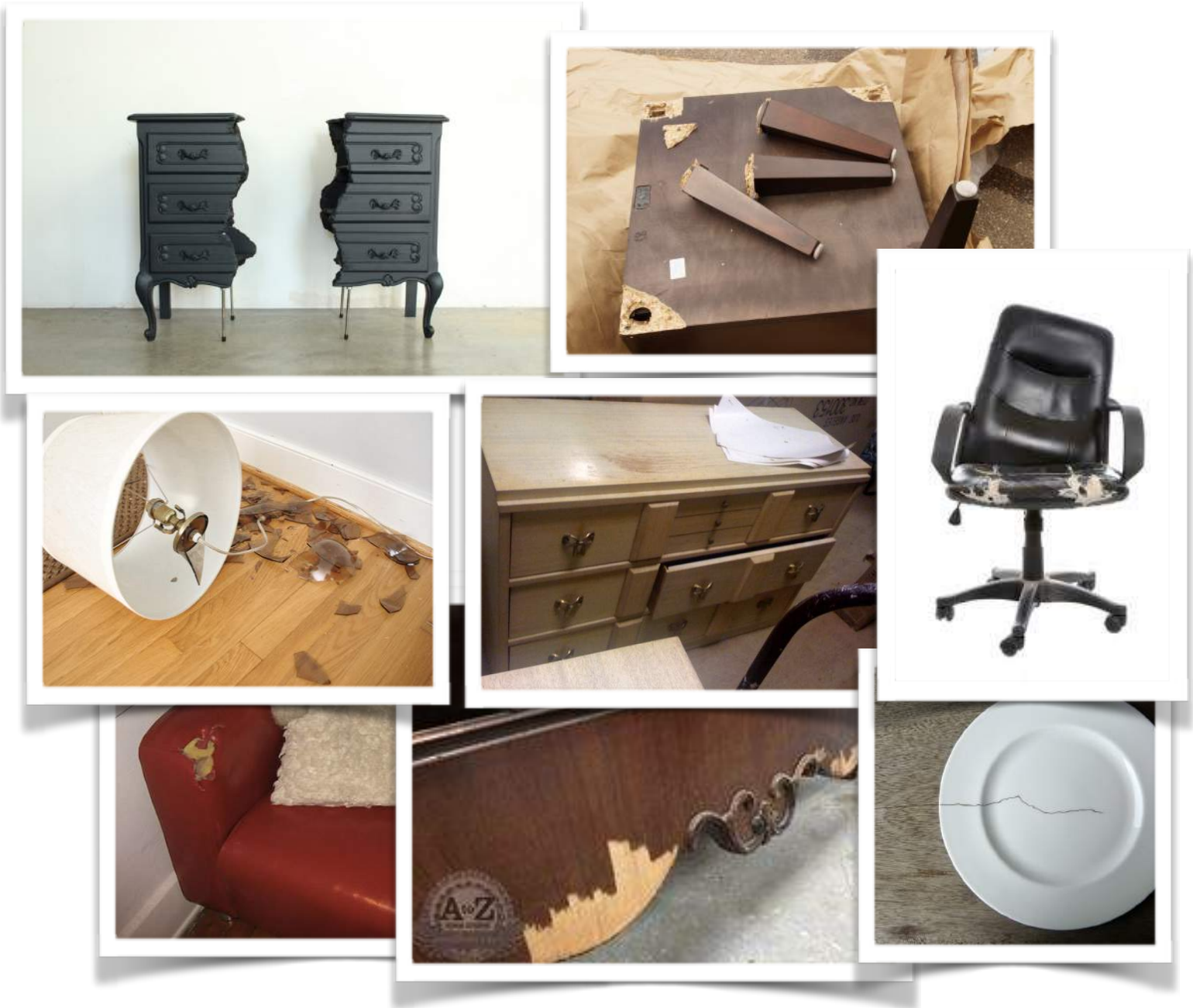
EAE Learning objectives for this lesson

Practice describing damage in a clear way using the correct adjectives and vocabulary.

Activity One - **Read** the verbs and and try to define them.

Bent	***Damaged***	
Twisted	***Impaired***	***is ill fitting***
Broken	***Incomplete***	***does not close***
Split in Two	***Broken off***	***torn***
Cracked	***Snapped in two***	***smashed***
Misshapen	***Has a hole in***	

Activity Two - Describe what's wrong: How would you describe what is wrong with these items. Use the words from activity one to give a precise description for each one.



Activity Three - Read the text for some advice:

Complicated ideas, simple sentences.

When you need to talk about something quite complicated and when it's important to make yourself clear, you need to make it simple. Here is some advice:

1/ Use short sentences. Avoid using the word 'and' between two ideas. This makes your sentences very long and hard to follow. Instead, use linking words to start a new sentence. Here are some examples:

Therefore, However, Despite that, For this reason, As a result, In Addition, Furthermore.

2/ Avoid noises like *'ummmmm' or 'ahhhhhh' or 'urrrrrr'*. These sounds, made while you are thinking of what to say next, make it hard for the listener to follow what you are saying. It's important for the listener to be able to think about what you have just said. So SILENCE is better. If you 'pause for thought' it's OK but stay silent.

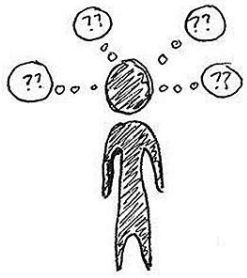
3/ Show the end of the sentence with your tone of voice. In English we use 'falling pitch' at the end of our sentence, our voice goes down to show that the idea is complete and that it's the end of the sentence. So if you use falling pitch and then pause, it's clear to your listener that one idea is finished and another is starting. This makes things much clearer and easier to understand.

4/ Show important words with intonation. In English we use 'stress' to make some words sound more important. We say certain words louder and more slowly. This makes them stand out as being essential key words and ideas.

5/ STRUCTURE what you are saying - try to use a structure to make things as clear as possible. Learn different linking words to help you. For example if you know that there are three main problems with an item, you can use this 'sequence' structure: ***"There are three issues. First of all,..Secondly.. Finally."*** If you know that a problem caused other issues you can explain the 'cause and effect' idea like this: ***"Initially ….. After that…. Then…. In the end… This means that…Therefore…."*.** To contrast to ideas you could say ***"On one hand… on the other hand… therefore.. In conclusion…'***

Activity Four - Discussion. Answer the questions using SHORT SENTENCES and LINKING WORDS and try to STRUCTURE what you are saying and use INTONATION to make it clearer. Just answer these questions to the best of your knowledge.

1. What's the most complicated issue you have ever experienced with broken or damaged goods?
2. What's the most expensive damage problem you have encountered?
3. What's the most common type of damage you see?
4. What causes most types of damage?
5. What percentage of damaged goods can be mended and put back on the shelves?
6. What percentage of damaged goods can be sold in 'recovery'?
7. What's the weirdest or funniest damaged goods situation you remember?



Activity Five - Read the article paying attention to your intonation and stress.

First listen to your teacher reading the paragraph at the start of the text and try to note which words are stressed and which words and said more quickly or even 'swallowed'.

What to do if there is a problem with an IKEA product (source IKEA.com)

If you discover that something is missing or damaged please return to your nearest IKEA store where our co-workers in the Customer Returns department will do their best to replace that part if possible. Alternatively you can contact our call centre with the exact details of the missing/ damaged part and where possible we will send it out to you.

If you experience a problem with the functionality or quality of a product then the quickest way is to return the product, together with your original receipt, to your nearest IKEA store where our co-workers in the Customer Returns department will do what they can to resolve the problem for you.

If the item is large and/or assembled e.g. a mattress or a wardrobe or if you live far away from an IKEA store then please send us some photos of the product with a clear explanation of what the problem is, together with a copy of your receipt, and we will do our best to resolve the problem.

If we can't determine what the cause of the problem is we will consider sending an independent inspector who will then examine the product at your home. Apart from normal wear & tear many different factors can contribute to problems with the functionality and/or comfort of furniture. If it turns out that there is a manufacturing fault then we will of course do everything possible to rectify the problem. This can be in the form of a repair, a replacement or, where appropriate, an alternative mutually agreeable solution.

Quite a few of our products come with a free guarantee. In order to make a claim under a guarantee your original purchase receipt is required as proof of purchase and must be submitted to IKEA at the time of claiming. The receipt is a vital part of any guarantee with any product as it holds information that allows IKEA to obtain specific details about the product such as batch number and supplier that we will need for our internal investigation. Any product fault will always be fully investigated so that the necessary improvements can be made.

We want to make a positive difference to your life at home so we always want you to be happy with your IKEA purchases. We don't always get it right but we will certainly always want to do the right thing for you.

Activity Six - So, what did you notice about the intonation and stress when your teacher was reading? Which words were stressed? Which words were spoken quickly?

Learn more - https://www.englishclub.com/esl-articles/199810.htm

Activity Seven - Listen to the song while you read the lyrics.

PINK - Just give me a reason
https://www.youtube.com/watch?v=DHQezRRFnMw
PINK FEAT NATE RUESS - JUST GIVE ME A REASON (LYRICS)

While you are listening prepare answers to these questions:

1. What happened at the beginning of their relationship?
2. What did she let him see?
3. What has been happening at night while they sleep?
4. What is she imagining?
5. What does she want now?
6. Do you like the song?



LYRICS

Right from the start
You were a thief
You stole my heart
And I your willing victim
I let you see the parts of me
That weren't all that pretty
And with every touch you fixed them

Now you've been talking in your sleep, oh, oh
Things you never say to me, oh, oh
Tell me that you've had enough
Of our love, our love

Just give me a reason
Just a little bit's enough
Just a second we're not broken just bent
And we can learn to love again
It's in the stars
It's been written in the scars on our hearts
We're not broken just bent
And we can learn to love again

I'm sorry I don't understand
Where all of this is coming from
I thought that we were fine
(Oh, we had everything)
Your head is running wild again
My dear we still have everythin'
And it's all in your mind
(Yeah, but this is happenin')

You've been havin' real bad dreams, oh, oh
You used to lie so close to me, oh, oh
There's nothing more than empty sheets
Between our love, our love
Oh, our love, our love

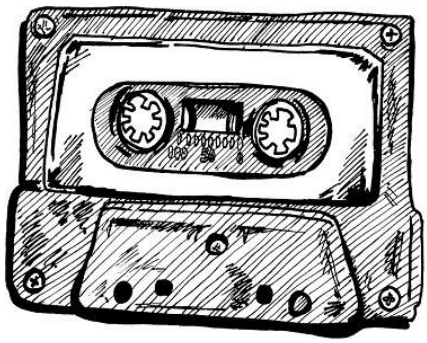
Just give me a reason
Just a little bit's enough
Just a second we're not broken just bent
And we can learn to love again
I never stopped
You're still written in the scars on my heart
You're not broken just bent
And we can learn to love again

Oh, tear ducts and rust
I'll fix it for us
We're collecting dust
But our love's enough
You're holding it in
You're pouring a drink
No nothing is as bad as it seems
We'll come clean

Just give me a reason
Just a little bit's enough
Just a second we're not broken just bent
And we can learn to love again
It's in the stars
It's been written in the scars on our hearts
That we're not broken just bent
And we can learn to love again

Just give me a reason
Just a little bit's enough
Just a second we're not broken just bent
And we can learn to love again
It's in the stars
It's been written in the scars on our hearts
That we're not broken just bent
And we can learn to love again

Oh, we can learn to love again
Oh, we can learn to love again
Oh, oh, that we're not broken just bent
And we can learn to love again





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