Lesson Plan Easy Access English



RECOVER ME!

EAE Learning objectives for this lesson

Describing Problems and Reporting on things.

Learn new verbs and adjectives for reporting on problems. Practice describing problems to improve your fluency.

Activity One - Answer the questions:

- What type of problems do you have to describe in your work?
- What is one of the most common problems you have to report?
- What different ways do you report problems with items? (Mail, telephone etc..)
- What is the worst damage you have ever seen in your job?

Activity Two - **Recover** - Let's look at some words with the prefix 'RE'. There are many many words in English which start with 're'. Here are some examples. This prefix means **"To do again".**

So rebuild means to build again, the recalculate means to calculate again, to review means to view again.

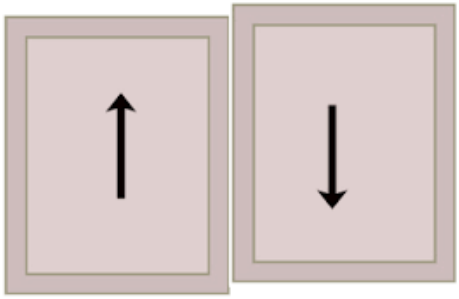
Some words are a little more complicated because the original meaning of the word was different. For example RECOVER is of latin origin, it means to get your health back or to get something back. It comes from the latin word '*recuperare*'. So we have two similar words meaning different things. Re-cover - means to cover something (like a chair) with new material. Recover means to get something back. (To recover your health, to find again something you have lost etc...)

It's very useful to think about prefixes and suffixes because they can help you to understand the meaning of a new word. *(Look up these words in the dictionary at home).*

rebuild - recover - re-cover - reassess - reduce - readjust - refill - recalculate - recall - re-call - reassemble - realign - reclaim - repair - review - restore.

Activity Three - Use the verbs **above** to talk about the pictures **below**:









Activity Four - Read the words and verbs below. Check your pronunciation.

Items / furniture

Chair	Bed	Table	Plate	Sofa	
Curtain	Oven	Wine glass	Light	Washing machine	

Verbs

Broken	Stopped	Ended	Break into	Cut into	Destroyed
Shattered	Crushed	Cracked	Collapsed	Defective	Fractured
Ruptured	Smashed	Burst	Slivered	In pieces	Separated
Chipped	Ripped	/ Rip			

Activity Five - Put the words in the right order to make sentences:

1. wine / the / smashed / pieces / are / in / and / glasses
2. chair / crack / in / it / has / a / the
3. the / oven / broken / light / on / the / is
4. wardrobe / damaged / the / at / the / top / is
5. on / the / washing / machine / the / burst / pipe / has
6. it / is / defective / the / oven / has / stopped,
7. crack / a / there / is / plates / in / one / of / the
8. chip / here / wood / is / a / one / in / the / chairs / on / of / the
9. there / curtain / is / a / rip / in / the
10. glass / chipped / is / the

Activity Six - Now read the **dialogue** with your teacher.

A/Ring Ring.
B/ *A/ Oh hello. We received a shipment of chair covers and matching curtains yesterday and unpacked them this morning. There are lot's of issues with the contents of the boxes.*
A/ Really? I'm very surprised. Can you tell me what's wrong please?
B/ *Yes, first of all the covers and curtains are supposed to match but the curtains are a slightly lighter shade of grey.*
A/ OK I will have to get back to you about that. There are often slight variations in the shades, and as you know there are at least fifty shades of grey so we might not be able to resolve that issue.
B/ *I understand, but that's not the only problem. There are also several chair covers with rips in them and a lot of the hems are defective and coming undone. There are also frayed edges on the curtains. So it's really not of a good enough standard. I would like to return the shipment to you. So you need to send someone to pick it up urgently as we don't have room for it in the warehouse.*
A/ Right, I understand. I will have to call you back about this later today.
B/ Great thanks, you can call on my direct line: 01 666 666. Speak to you later.

Activity Seven - Comprehension questions. Answer the questions about the dialogue from activity Six.

1. How did Franklin textiles explain the issue with the colors of the material?
2. Did they promise to resolve that issue?
3. Why did the Recovery worker insist on the shipment being sent back?
4. Why is it urgent to come and pick it up?
5. Is this the kind of problem you sometimes encounter in your department?

Activity Eight - Now invent your own **dialogues** about each of the problems you observe in the images below. Each one corresponds to verbs from activity four.





