I WILL TRY TO FIX IT

EAE Learning objectives for this lesson

You will learn new words to describe the CONDITION of items and their state of repair. You will practice using those words. You will discuss damage and repair and practice dialogues on the subject. You will test your comprehension.

Activity One - discussion - with your partner or teacher. (Look up the **underlined** words in the dictionary at home before the lesson. (Homework).

1. Do you make an effort to look after all your **belongings**?
2. What is the last item that you possess that you **damaged**?
3. Are you **'heavy-handed'** - do you often **mistreat** things or damage things easily
4. What options are available to **dispose** of damaged items?
5. Do you think we are in a society which **cares** more **about** material things than anything else?

Activity Two - Answer the questions.

1. What is the most common way in which IKEA items are damaged?
2. If the client was heavy handed or has mistreated an item, do they still get reimbursed if they return an item?
3. How does IKEA dispose of broken items?
4. Does IKEA make an effort to mend broken or damaged items and sell them?
5. Do IKEA co-workers care about damaging goods? Are they sometimes heavy-handed when they are handling things?

Activity Three From bad to worse..

Put these adjectives in order from WORST condition to BEST condition.
Again use the dictionary before the lesson to be sure of their meaning.

Mint condition
Barely used
Like new
Slightly damaged
Used
Faulty
Good
Irreparable damage



1. Use these words to talk about things you can see at Ikea.
2. What condition does something have to be in for you to mend it in recovery and what condition would mean that you dispose of it?
3. What kind of condition are most returned items in?
4. What's the most complicated thing you have ever had to fix?

Activity Four FIX YOU

Fill in the gaps of the famous Coldplay song - Fix You and answer the questions

When you try your best but you don't
_____
When you get what you _____ but not
what you need
When you feel so tired but you can't
_____
Stuck in _____

When the tears come _____ down
your face
When you lose something you can't
_____
When you love someone but it goes to
_____
Could it be _____?

Lights will _____ you home
And _____ your bones
I will try to _____ you

High up above or down _____
When you're too in _____ to let it go
But if you never try you'll never know
Just what you're _____

Lights will guide you home
And ignite your bones
And I will try to fix you

Tears stream down your face
I promise you I will learn from my mistakes

Questions

1. What is he going to 'fix' in the song?
2. Have you ever lost something you couldn't replace?
3. What does it mean to 'let it go'?
4. What promise does he make?
5. Do you own an item that is damaged but holds too much sentimental value that you can never throw it away?

Activity Five - Quality.

Here are some words to describe the quality of items - again look them up in the dictionary before the lesson, at home. Look at the pictures on the next page and use adjectives to describe the damage - also explain how you think the damage was caused. Then use these adjectives to talk about the condition of some items that you own and how they got that way



1. Pristine -
2. Fresh out of the box -
3. Broken -
4. Malfunctioning -
5. Weathered -
6. Tattered -
7. Blemished -
8. Chipped -
9. Marked -
10. Scuffed -

Label the images…



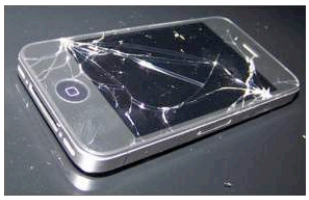






Pristine
Fresh out of the box
Broken
Malfunctioning
Weathered
Tattered
Blemished
Chipped
Marked
Scuffed





1/ Find other words to describe the items in the pictures in more detail.

2/Imagine you were writing a newspaper advert to sell one of these items. How would you describe it? (Condition and state of repair).

3/Can you fix any of these items? How?





<u>Activity Six</u> Role-plays

1. A customer wants to return a sofa, but it is past the 2 year warranty by 3 days. You want to adhere to the rules, but they seem very distraught

2. An overweight customer is returning a small chair, that appears broken. He explains that it broke when he sat in it. You are not sure whether to refund him or not, as it is a child's chair after all.

