

Dealing with email complaints chain writing game

Take one copy of the worksheet each. Write something in the top space, fold the paper along the dotted line so that what you wrote cannot be seen, then pass the paper to the next person to do the same with the next line. Continue writing, folding and passing until the whole email is finished, each time not looking at what previous people wrote. Pass the email one more time after it is finished, unfold the paper that you receive so that you can read the whole email, then discuss if the email makes sense or not and why.

Dear _____ (choose the name of a famous person)

.....fold.....

Thank you for your email of _____ (write a date).

.....fold.....

I am sorry about/ for/ that _____.

.....fold.....

This was because _____.

.....fold.....

To make up for this we would like to offer _____.

.....fold.....

Alternatively, it might be possible for us to _____.

.....fold.....

I hope that one of those alternatives is acceptable to you. If so, please let us know by _____ which of these you would prefer.

.....fold.....

Once again, please accept our sincerest apologies for any inconvenience caused. If you have any further issues with this, please contact me _____.

.....fold.....

Yours sincerely

_____ (write name of another famous person)

When you finish, ask about sentences above you were not sure how to complete.

Gapfill stage

Without any help, put **one word** into each gap in the example email below.

Dear _____ Trump

_____ you for your email of 1 Jan 2000.

I am _____ about the problem with your golf ball. This was _____ we accidentally delivered platinum instead of gold.

To make _____ for this we would like to offer you one night free in our hotel. Alternatively, it _____ be possible for us to give some financial compensation.

I hope one of those alternatives is _____ to you. If so, please let us know _____ the end of today which of these you would prefer.

Once again, _____ accept our sincerest _____ for any inconvenience caused. If you have any further issues with this, please contact me by fax or letter.

Yours _____

Mohammed Ali

Check your answers above. Other answers may be possible, so please check if you wrote something different.

Discussion

Discuss how good or bad a response to a complaint the email above is and how it could be better. You can talk about organisation, language, formality, information included, etc.

Further practice

Discuss or write what the original complaint email which is being replied to above could have said.

Say another complaint email and see if your partner can say a suitable response email, then take turns doing the same. Say the whole email each time, from greeting at the beginning to name at the end.