

English in Mind Second edition

Level 4 Unit 10

Lesson Plan

No ticket, no refund and the festival rocks on without you

THE INDEPENDENT

AIMS

- to read extensively and study a text related to the Unit theme
- to practise reading for gist and for detailed comprehension
- to build vocabulary and understand new words in context
- to check understanding of reduced relative clauses
- to develop speaking skills

Total time (approx.): 1 hour 15 minutes (+ up to a further 60 minutes for preparation and presentation in Exercise 8)

(Note: some exercises can be set as homework)

Lead-in

1 To introduce the topic of the article, write the title on the board and ask students what they think the article will be about. The vocabulary may seem straightforward, but note that 'festival' can suggest more than just a music festival like Glastonbury, so check students' understanding of this word. Students also need to understand what a pun is (the use of a word which either has multiple meanings or sounds like another word, usually to comic effect). Here 'rocks on' means 'parties on' or 'carries on' (with an emphasis on enjoyment) and puns on the other meaning of 'rock music'. Provide a few further simple examples and explain how they work, e.g. 'Time flies like an arrow. Fruit flies like a banana' (Groucho Marx). 'You can tune a guitar, but you can't *tuna* fish' and 'In a recession, the most secure job is a dustbin man – business is always picking up.'

2 Before giving out the article, ask students to discuss the question on their worksheet in pairs. You might begin by using a picture or realia which represents a faulty purchase, e.g. a cracked cup or broken TV, and asking the students what they would do if they had just bought these goods and found a fault. The aim of this stage is to get students talking about their personal experiences of buying faulty items and the actions that can be taken to seek compensation.

Time: 10 minutes

Reading comprehension (1): reading for gist

3 The first five paragraphs provide the background to the problems experienced by certain customers who have used online booking sites. To ensure the students gain a good general understanding, ask them to focus on these paragraphs and answer the true/false questions.

Key:

- 1 F: 'the unofficial distributor left . . . George Michael fans . . . with no ticket'
- 2 F: 'the company's phones have been disconnected, and its website is unavailable'
- 3 T: 'it feels like you have little choice but to go to third parties'
- 4 F: 'It won't stop me going to events in future'

Time: 10 minutes

Vocabulary (1): words in context

4 The first few paragraphs contain several items of vocabulary that may be new to your students. This exercise provides useful practice in the important skill of deducing meaning from context. Invite students to read paragraphs 1 and 2 and find the expressions that have similar meanings to the expressions given. Ask students to compare their ideas with a partner.

Key: 1 spot 2 venue 3 fake 4 turned away 5 revellers
6 crucially 7 comeback

Time: 10 minutes

Vocabulary (2): legal and financial English

5 Paragraphs 6–15 contain a lot of difficult vocabulary related to the law and finance. Draw students' attention to the expression *third party* in paragraphs 1 and 4 and explain that it means 'somebody who is involved in a legal matter but not as a principal party'. Give an example if necessary: if two of your students disagreed about something, they might ask you, the teacher, to decide who was right. You

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would be outside the dispute and therefore seen as a 'third party'. Now ask students to find the expressions listed in this exercise and discuss their meaning with a partner. Monitor and guide the students in their discussions. Then invite them to look up the precise meanings in dictionaries.

The key provides possible definitions.

Key:

receipt (para 6) = printed proof of purchase

bona fide (para 7) = real, genuine

purchase (para 7) = the act of buying something

fraud (para 8) = deception for unlawful gain

going bust (para 8) = going bankrupt

protected (para 8) = defended by the law

liable (para 8) = legally responsible

goods (para 9) = things bought or sold

give up this right (para 10) = lose this freedom to do something

cash transaction (para 10) = payment by cash, i.e. not by credit card or cheque

dispute resolution (para 10) = solving problems or disagreements between parties

mediate (para 10) = to act between parties to help find a solution to a problem or disagreement

auction (para 11) = a way of buying things by offering the highest price

fit for purpose (para 11) = in a condition that allows something to be used for its intended purpose

regulated (para 12) = controlled according to rules

Time: 20 minutes

Reading comprehension (2): reading for specific information

- 6 The second half of the article contains a lot of advice using the challenging vocabulary focused on in Exercise 5. This short comprehension exercise will check students' detailed understanding of these paragraphs (and given scanning practice). Invite them to work in pairs to find the answers to the following questions:

Key:

- 1 Because you are protected under section 75 of the Consumer Credit Act (para 8)
- 2 The site is not responsible for the quality of the item (para 11)
- 3 It's a prefix that indicates that a website is secure (para 12)

- 4 A small lock symbol appears on screen at the checkout phase (para 13)

Time: 15 minutes

Grammar focus: relative clauses

- 7 This is an optional exercise to provide a further check on students' grasp of reduced relative clauses, an aspect of grammar focused on in Unit 10. Write the example sentence on the board and ask students if any part of it can be removed without changing the meaning ('who were' can be removed):

e.g. Customers *who were* refused a refund felt very angry.

Invite students to look at these sentences that use a full relative clause and, where possible, to cross out the words to leave a reduced relative clause.

Key:

- 1 The tickets which were bought online proved to be fake.
- 2 The operator who refused them entry was later investigated.
- 3 The auction site that is most used for buying tickets is EBay.
- 4 This is the company which is regulated by the Trading Standards Institute.
- 5 He's the client who lost money on the deal.
- 6 This is the venue where most of the touts operate.
- 7 These tickets, which were sold on the Internet, turned out to be bona fide.

Time: 10 minutes

Discussion

- 8 Following the reading and analysis of this challenging text, this exercise gives students an opportunity to present a personal experience and share their feelings about the more pleasurable side of public performance! It requires a significant amount of time for preparation and presentation, so you might ask students to prepare their presentations for homework and then deliver them in a future lesson.

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Invite them to choose a memorable performance, such as a concert, a play, dance or comedy. It can be 'memorable' for good or bad reasons! The points to include listed on the worksheet should help them to structure their presentation, but you might also prepare a presentation of your own to model in class. Timing will depend on how many students you have, but as a guide expect them to talk for 2–5 minutes and require up to 30 minutes for preparation.

Time: 30–60 minutes

This article first appeared on Sunday, 24 August 2008, at www.independent.co.uk/money/invest-save/no-ticket-no-refundand-the-festival-rocks-on-without-you-906792.html.

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