Speaking for Intercultural Communication: Complaints and Apology

Suciati, S.Pd.
Email:suciati@uny.ac.id
Study: Review

- Blundell: complaints and apology (+ responding to apology)
- Apologize, apology
Study the conversation (At the Tea Stall). What is wrong with the conversation?
Discuss ways to revise the conversation. Practice it with your partner.

Would you mind (Ving/N) CHANGING this plate?
Would you mind not serving the biscuits with this plate, please?
I really must object to + Ving/N
Review expressions of apologizing and (most importantly) responding to apology studied in the previous week

Make a (very) short role play with situations in Part 3 (omit b and d) and Part 5 (omit c)
- KEEP your promise.
- Get well soon
- Let’s get to the point
Prepare and have the role play for part 6.