**Урок аудирования в 7 классе (cпецгруппа)**

***Тема урока:*** “**Complaining About a Package Holiday”.**

***Цель урока:*** учащиеся понимают содержание диалога и умеют адекватно реагировать

на задания учителя к данному диалогу.

***Учебные задачи урока:***

1) отработка произносительных навыков учащихся на основе скороговорок

и новых лексических единиц;

2) активизация употребления в речи учащихся лексических единиц по

теме “Holidays. Travelling”;

3) cовершенствование навыков устной речи.

***Познавательные задачи:*** расширение лингвистического и общего кругозора учащихся;

***Развивающие задачи:*** наблюдение, анализ, развитие умения общаться на иностранном

языке.

***Воспитательные задачи:*** воспитание интереса к учению, привитие навыков вежливого

общения с окружающими.

***Оборудование:*** ТСО, диск с записью диалога, карта мира, печатные листы с заданиями.

***Ход урока:***

I. *Организационный момент* (приветствие учителем детей, сообщение темы урока).

– Good morning, dear pupils! At this lesson we’ll practice listening comprehension.

The topic is “Complaining about a package holiday”. You learn how to fill in a Customer

Complaint Form in case of a spoilt holiday if a tour agency is guilty in it.

II. *Фонетическая зарядка.*

– First of all, let’s tune up for English. Look at the blackboard and repeat these two tongue

twisters after me. (На доске записаны две скороговорки по теме ”Travelling”:

NEVER TRY TRAVELLING BY TRAIN IN A DRY COUNTRY LIKE TRINIDAD.

HE WAS CURED DURING HIS TOUR OF EUROPE.

Учащиеся повторяют скороговорку хором, затем группами (сначала мальчики, потом

девочки) и, наконец, индивидуально.

– There are a lot of islands for holiday-makers to rest. Let’s name them.

(На доске – названия всемирно известных островов:

CANARY, MALDIVES, BERMUDA, SEICHELLES.

Далее следует отработка этих названий в речи учащихся хором и индивидуально.)

And now show them in the map of the world.

(Ученики по очереди выходят к доске, находят на карте мира обозначенные звездами

места и произносят их названия вслух на английском языке.)

III. *Подготовительный этап.*

– We are living in one of the most popular countries among the tourists. But the service is

not always perfect here. Please make a list of problems tourists may have on holiday, for

example, they may lose their passport or not like the food.

(Дети по очереди называют возможные проблемы отдыхающих:

lose money, may not like the hotel, lose the way, get lost, be robbed, may not like the view,

be short of money.)

IY. *Основной этап.*

– Before I play the disk, have a look at the “Key Language” section. These words will help

you to understand the dialogue properly. (Ученики смотрят на список слов к диалогу,

учитель контролирует понимание ими данных ЛЕ) Now you are going to listen to

a conversation in which three people are involved. You must decide where the dialogue

takes place and who the people are.

(Ученики дают ответы на поставленные учителем вопросы.)

– And the second listening. (Учитель раздает каждому ученику the Customer Complaint

Form.) You must listen again and complete the form as if you are a travel agent.

(Учащиеся слушают запись повторно и заполняют бланк жалобы клиента.)

– Now exchange your papers and check them up. I will give you correct answers. Put

the marks according to the scale:

no mistakes / one mistake – excellent;

two / three mistakes – good;

four / five mistakes – satisfactory;

more than five mistakes – poor.

– The next task. Disagree with my statements. Use the following phrases of disagreement:

*I disagree. (I’m afraid) you are wrong. I don’t think so. On the contrary.*

(Учащиеся по очереди реагируют на неправильные утверждения учителя и исправляют

эти высказывания.)

– It’s time now to practice this conversation. Let’s role-play the dialogue.

(Ученики читают диалог по ролям.)

Y*. Подведение итогов. Домашнее задание*

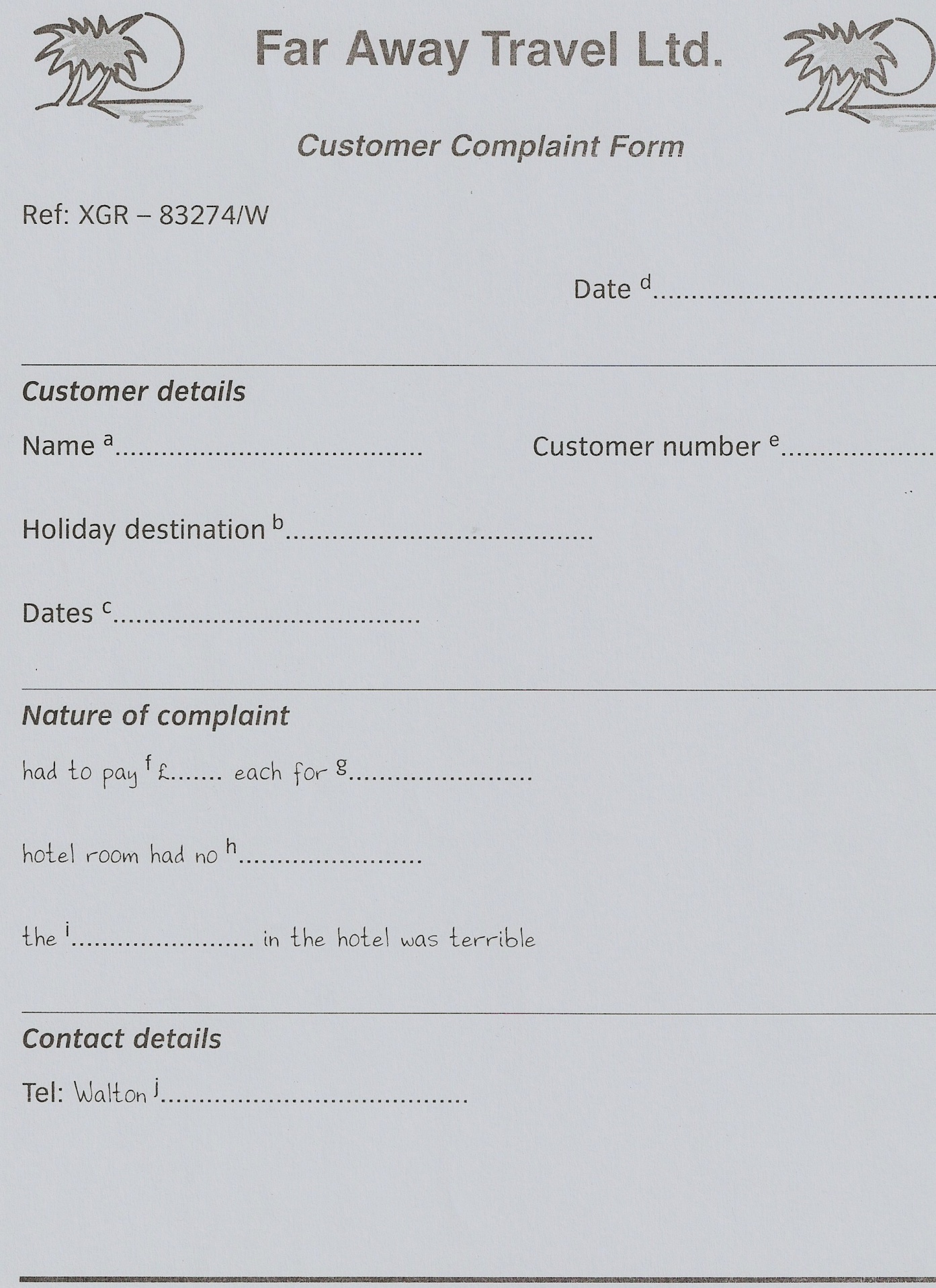
– Write down your home assignment:

1) Render 13 sentences in English in your exercise-books (см. Приложение).

2) Learn the tongue-twisters by heart.

3) Get ready for the word dictation (11 key words), compose sentences with them and

write them in your exercise-book.

 Tapescript. **BUT IT SAYS HERE.**

***Travel agent:*** Can I help you?

***Mrs Caldwell:*** Yes, you can actually. We came back from Bermuda last night. This is the brochure of

the holiday you sold us.

***Travel agent:*** Oh yes. Did you have a nice time?

***Mr Caldwell:*** No, we didn’t. My wife and I are both very angry.

***Travel agent:*** Oh dear. What was the problem?

***Mrs Caldwell:*** Well, to start with we had to pay 20 pounds extra each for airport tax. But it says here

in the brochure airport tax is included.

***Travel agent:*** Oh yes, so it does.

***Mr Caldwell:*** And our room didn’t have a sea view. We paid extra for a sea view but all we got was

a view of the car park at the back of the hotel.

***Travel agent:*** Oh dear. This is very serious. I think we should fill out a complaint form. Now, what

are your names?

***Mrs Caldwell:*** It’s Mr and Mrs Caldwell. That’s C-A-L-D-W-E-L-L.

***Travel agent:***  OK… And the holiday was in Bermuda?

***Mrs Caldwell:*** Yes. Two weeks, from the tenth to the twenty-fourth of February.

***Travel agent:*** Tenth to twenty-fourth of February. And today is the twenty-fifth. OK. Do you have

your customer number?

***Mr Caldwell:*** It’s here on the receipt. DW83247.

***Mrs Caldwell:*** Oh yes. OK. Now, you had to pay 20 pounds each for airport tax, and the hotel room

had no sea view…

***Mr Caldwell:*** And you can add that the food in the hotel was terrible.

***Mrs Caldwell:*** I couldn’t eat a thing. We lived on sandwiches, didn’t we, darling?

***Mr Caldwell:*** Yes. I lost a kilo in weight.

***Travel agent:*** Oh… so… the food in the hotel was terrible. Oh dear.

***Mrs Caldwell:*** Well, what are you going to do about it?

***Travel agent:*** I’ll send this complaint to our Head Office, and I’ll phone you when I get a reply. Can I

have a telephone number?

***Mrs Caldwell:*** It’s Walton 8932443.

***Travel agent:*** Walton 8932443. OK. Well, I’m very sorry about this.

***Mr Caldwell:*** It was an awful experience. We want our money back.

***Travel agent:*** I’ll see what I can do. Our apologies once again.

***Mr and Mrs Caldwell:*** Goodbye.

***Travel agent:*** Another one for the bin!

*ПРИЛОЖЕНИЕ*

**Tongue-twisters:**

1. ***Never try travelling by train in a dry country like Trinidad.***
2. ***He was cured during his tour of Europe.***

**Disagree with the following statements.**

***1. The Caldwells came from the Maldives last night.***

***2. They are very cheerful and merry.***

***3. The Caldwells didn’t have to pay airport tax.***

***4. Their room had a sea view.***

***5. Their holiday lasted ten days.***

***6. The Caldwells came to the travel agency on the twenty-first***

***of February.***

***7. They enjoyed the food which was delicious in the hotel.***

***8. Mr Caldwell gained a kilo in weight.***

***9. The manager sent them to the Head Office.***

***10. The Caldwells wanted to receive a souvenir from the travel***

***agency.***

**Rendering:**

1. ***Семейная пара пришла в турагенство.***
2. ***Они очень сердиты.***
3. ***Им не понравился их отдых на Бермудах.***
4. ***Они назвали три причины для этого.***
5. ***Во-первых, им пришлось заплатить лишних 20 фунтов каждому в аэропорту.***
6. ***Но этот налоговый сбор включен в стоимость поездки.***
7. ***Во-вторых, окна их номера в отеле не выходили на море.***
8. ***Они могли видеть только автомобильную стоянку.***
9. ***В-третьих, еда в отеле была ужасная.***

***10. Они жили на бутербродах.***

***11. Мистер Колдуэлл потерял 1 кг веса.***

***12. Колдуэллы сказали, что это был ужасный опыт.***

***13. И теперь они хотят вернуть свои деньги.***

КЛЮЧИ К ЗАДАНИЯМ ПО АУДИРОВАНИЮ.

**Answer Key №1.**

The conversation takes place in a travel agent’s. One man is a travel agent,

the other two re a married couple who have just returned from holiday.

**Answer Key №2.**

a Mr & Mrs Caldwell

b Bermuda

c February 10th – 24th

d February 25th

e DW83247

f 20 pounds

g airport tax

h sea view

i food

j 893 2443