**话题：人与自然《海洋与环境》M7U3 Listening and Speaking[学习目标]** 本节课重点练习游客在出海参观海豚后对引导员的抱怨，学习表达抱怨的正确句型，并在新语境和作文中熟练运用。

**[学法指导]** 学生练习听力，掌握听力文本，学习如何表达抱怨。

**Before Listening:**

 Read the advertisement and discuss these questions.

1. What can you experience on this tour?

2. Would you like to go? What aspect of the tour would you like best?

3. When do you get a refund?

Whale Watching Tours

Do not miss the opportunity to see whales at close range on their annual migration south to the Antarctic.

Come on our whale watching boat tour. Sit outside for clear viewing or inside if the weather is wet. Listen to whales singing and watch them underwater on the videocamera. Witness these awesome creatures in their natural environment as they leap out of the water and as they feed in our waters.

Enjoy plenty of other sea animals on these tours such as dolphins, seals and penguins.

Our success rate for seeing whales on our tours is 98%. And if you don't see a whale we will offer you another free tour or we will refund half the fare.

Daily tours late Sept-Nov(8:30 am-12:00 pm)

$60so per Adult $55 per aged Pensioner $40 per Child

Book early on 02 7892 5547 to avoinid disappointment

**While Listening:**

**Task 1:**

You are going to listen to three dialogues between tourists and a tour guide which took place after a whale watching. Decide what the tourists would appreciate (G) and what they might complain about (B).

|  |  |  |
| --- | --- | --- |
| Aspects | Good/Bad | Order |
| 1.Saw whales filmed underwater |  |  |
| 2.Saw only one whale in the distance |  |  |
| 3.Heard whales |  |  |
| 4.Too wet to go outside |  |  |
| 5.Saw birds, dolphins and seals |  |  |
| 6.Boat got back too late |  |  |

**Task 2:**

Listen again. When the tourist complained, what result did he/she want to get from the tour guide and what was the actual result?

|  |  |
| --- | --- |
| **Dialogue 1** | **Result wanted:****Actual result:** |
| **Dialogue 2** | **Result wanted:****Actual result:** |
| **Dialogue 3** | **Result wanted:****Actual result:** |

**Task 3:**

Listen to the expressions that each customer used to make his/her complaint. Complete the sentences.

Dialogue 1

1. I'm sorry but \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with the tour.

2. Well, it was \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ outside....My two kids\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Dialogue 2

1. Yes, the whales were awesome but \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

2. I'm sorry but\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I now have to make another airline booking and I have no idea whether there'll be any seats available.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Dialogue 3

1. Excuse me, the tour\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_and we'd \_\_\_\_\_\_\_\_\_\_ please.

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_as we're visitors to this area and we're leaving tomorrow morning.

3. Well, actually,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Pre-Listening:**

Expressions to make complaints:

**While-Speaking**

With your partner, make up dialogues for the following situation and perform them for your class. Don't forget to refer to the useful expressions.

Right now, coronovirus pandemic is spreading over the world. But the US medical staff are in great need of PPE(个人防护装备). Suppose you are a nurse from New York and complain to the official of the state.

**Homework**

Write down your complaint as a nurse in a letter to the official.