

# Consumer Law II

# Linking exercise - KEY

- Statute of limitations
- product liability
- exemption clauses
- intermediate stipulations
- merchantable quality
- implied terms
- to discharge a/the contract
- to waive the/a right

# The Dead Parrot

1. stunned = knocked unconscious  
shagged out = tired  
pining = heartbroken  
kipping on its back = sleeping  
nailed = fastened with a metal spike  
nuzzling up = lean against

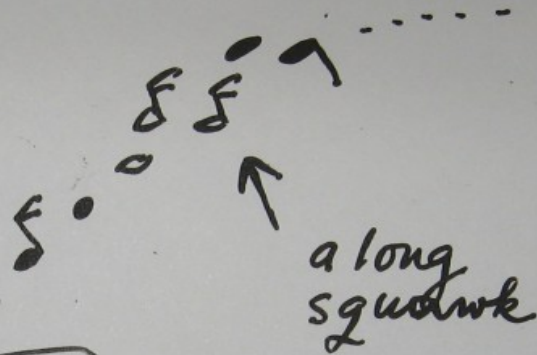
The Dead Parrot Vocab.



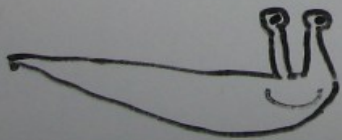
plumage



← perch



↑ a long squawk



slug

# The Dead Parrot

pushing the cage

resting

put 4000

had been nailed

fall flat

examining

stone dead

definitely deceased

lack of movement

# The Dead Parrot

2. resting
3. stone dead
4. pushing the cage
5. definitely deceased
6. lack of movement
7. fall flat
8. examining
9. had been nailed
10. put 4000

# Reported Speech

- He said: “I’m bored.”

→ He said that ...

# Reported Speech

- He said: "I'm bored."

→ He said that he was bored.



# Reported Speech

- He said: “Look at us.”

→ He ...

# Reported Speech

- He said: “Look at us.”  
→ He told ...

# Reported Speech

- He said: “Look at us.”

→ He told me/us to look at them.

# Reported Speech

- He said: “I went to Paris.”  
→ He said that ...

# Reported Speech

- He said: “I went to Paris.”  
→ He said that had gone to Paris.

# Reported Speech

- He said: “Marry will speak to you.”  
→ He said that ...

# Reported Speech

- He said: “Marry will speak to you.”
- He said that Mary would speak to me/us.

# The Dead Parrot

- he wished
- had purchased
- was wrong
- was
- was resting
- would wake it up
- had examined
- had been nailed
- to replace
- were out of
- to go
- would replace



# Formal letters in English

- typical features???

# Formal letters in English

**Which DOESN'T belong to formal letters?**

I'm writing to...

Dear Mr Smith

I would appreciate if...

pretty sure

Yours faithfully,

I look forward to your answer

With love

# Formal letters in English

**Which DOESN'T belong to formal letters?**

~~I'm writing to...~~

Dear Mr Smith

I would appreciate if...

~~pretty sure~~

Yours faithfully,

I look forward to your answer

~~With love~~

# Formal letters in English

- Salutation

you know the name:

# Formal letters in English

- Salutation

you know the name:

Dear Mr. Smith

...

# Formal letters in English

- Salutation

you know the name:

Dear Mr. Smith

...

Yours sincerely

# Formal letters in English

- Salutation

you don't know the name:

# Formal letters in English

- Salutation

you don't know the name:

Dear Sirs OR Dear Sir or Madam

...



# Formal letters in English

- Salutation

you don't know the name:

Dear Sirs OR Dear Sir or Madam

...

Yours Faithfully

# Formal letters in English

- NO everyday, colloquial language; slang or jargon
- NO contractions (I'm; it's, we've, etc)
- NO emotive, subjective language (terrible, rubbish etc)
- use 'modal verbs' such as would, could and should.
- „Please send me“ → more formally „I would be grateful if you could send me“
- Don't overdo it though, and don't make your language too formal or maybe old fashioned.

# Tips for formal letter

- as short as possible but not shorter
- clearly written
- clearly set out
- well structured – paragraphs
- appropriate in tone and style

# A letter of complaint

- structure???

# A letter of complaint

- structure - put into the right order:

closing

effect

problem (details)

solution

background

warning - optional

# A letter of complaint

- structure:
  1. background
  2. problem (details)
  3. effect
  4. solution
  5. warning - optional
  6. closing

# Work in pairs/groups

- 1) Write down a letter of complaint based on the sketch "The Dead Parrot"
  - start a new thread for your letter
  - leave out the addresses
  - pay attention to the appropriate style and structure
  - use at least two expressions from the "Consumer Law" linking exercise in a meaningful way

letters to the discussion forum:

- <https://is.muni.cz/auth/df/parrot11/>
- <https://is.muni.cz/auth/df/parrot12/>
- <https://is.muni.cz/auth/df/parrot13/>
- <https://is.muni.cz/auth/df/parrot14/>



# Work in pairs/groups

2) Review the assigned letter - write down a coherent text commenting on the following:

- the content and the instructions
- the structure
- the level of formality
- the correct use of vocabulary and grammar
- the overall impression
- What do you appreciate on the letter?
- What could be improved in the letter?