

## HW Assignment #14 - Task 2 Practice

This is an example of an "Independent" Task 2 Question, and it should take you less than 2 minutes to complete. Keep in mind, during the exam you will only have 15 seconds to prepare your answer, and 45 seconds to deliver it, after your Task 2 Question is presented to you.

"Explain why you agree or disagree with this statement: You should always give your server a tip, even if their service is poor."

### Key Points:

- Agree or disagree.
  - "I think you should always give your server a tip, even if their service is poor, because..."
  - "I don't think you should give your server a tip, if their service is poor, because..."
- Explain.
  - "... you never know all of the reasons behind their poor service. Maybe it's their first day on the job. Maybe there's a problem in the kitchen. Maybe they're having trouble focusing because their grandmother is sick. Life as a server is hard, and you never know what's going on behind the scenes. So please, leave a tip. Furthermore, I understand that you're sending a message by not leaving a tip, but it's not the one you think you're sending: 'poor service, needs improvement.' The only message that's getting through is: 'I'm a jerk', and that's not helping anybody. If their service is that bad, then ask for a manager. You'll do far more good by speaking with them."
  - "... that way you're offering them a strong incentive to improve, and they need it. People respond to incentives. Think about it, if you tip them equally well regardless of their quality of service, and it's more difficult to maintain high-quality (which it is), then you're practically encouraging them to take the easier road by lowering their quality -- because they know they'll get a tip anyways. On the other hand, if you only tip them whenever they maintain high quality, then they're going to maintain it as often as possible because they want that tip. So don't tip your server if their service is poor. You're rewarding, and reinforcing, bad behavior."

\*\*\*[Bonus Task 2 Sample Question -- Exam English](#)\*\*\*

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As ever, pay special attention to the following when critiquing your student's responses:

1. **Delivery:** How clear is your speech? Good responses are those in which the speech is fluid and clear, with good pronunciation, natural pacing, and natural-sounding intonation patterns.
2. **Language Use:** How effectively do you use grammar and vocabulary to convey your ideas? How well can you control both basic and more complex language structures? Did you use appropriate vocabulary?
3. **Topic Development:** How fully did you answer the question, and how coherently did you present your ideas? Good responses generally use all or most of the time allotted, and the relationship between ideas and the progression from one idea to the next is clear and easy to follow.