

Name: _____ Date: _____

Opening Up the Complaint Box

Directions: Use the questions below to guide your analysis of your chosen "Complaint Box" post.

Headline:

Author's Name:

Topic/Issue:

1. How does the author hook the reader? Write down the opening line.
2. How the author holds the reader's interest and illustrate his/her points? Consider anecdotes, colorful descriptions and details, dialogue and other writing techniques.
3. Write down three descriptive ways the author has illustrated the complaint.
4. Summarize an anecdote you found in the essay.
5. Note that this post is not a 5-paragraph essay. How did the writer structure it? How did he/she both open and conclude it? How are the body paragraphs sequenced? How did the writer transition from one to the next?
6. How does the author make the piece universal and reach a large audience?
7. Read three reader comments. Do these readers seem to agree or disagree? What is the tone of the comments? How do you think the writer inspired such comments?
8. If you were to post an online reader comment on this essay, what would you say?
9. After reading this essay, do you share the author's feelings? Has she/he convinced you that this behavior is annoying or problematic, or do you feel that the writer is over-reacting?