A 'listening and functions' lesson plan

Stage 1: Prepare two or three questions (or tasks) for students to answer when they listen to the dialogue for the first time.
Stage 2: Devise an activity where students listen for and identify the functional language, e.g. a gapped version of the listening script.
Stage 3: Plan a controlled practice activity where students try out the functional language.
Stage 4: Plan a freer practice activity which will generate use of the functional language.
Stage 5: Predict the type of problems the students might have. Be prepared to give feedback on these at the end.