

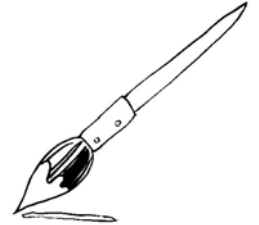
<i>900 exercises in vocational communication</i>	Notes for teachers	B1 / 13
<i>General aim</i>	B: Find out – Collect information	
<i>Level of difficulty</i>	1	
<i>Intermediate aim</i>	1: Look for documentary information	
<i>Operational aim</i>	3: See the discrepancies between the initial questions and the answers given	
<i>Pre-requirements</i>	Ability to read simple sentences	
<i>Number of exercises</i>	5	
<i>Summing-up exercise</i>	B1/13-1.6	
<i>Comments</i>	In exercise B1/13-1.4, we mentioned the “NVQ” as the relevant British qualification in 2005. In other countries, the qualifications can of course be different (for example in France, Belgium or Luxembourg).	

I must change the wallpaper in my living room.

I also want to repaint it.

I'm going to do it myself.

Here are the questions I ask myself:



1. After measuring, I need 14 rolls of wallpaper.
Should I buy an extra roll for safe measure?
2. What paint should I choose: matt, silk finish or gloss?
3. Is it difficult to put up patterned wallpaper?
4. Can I wash the wallpaper?
5. What paint brushes should I buy?
6. I also want to varnish my parquet. What must I buy?

I saw an assistant in the wallpaper department.

I asked him my questions.

I noted down the following answers:

- For patterned wallpaper: Take 3 extra rolls for matching.
- Patterned wallpaper is more difficult to put up (matching).
- Some wallpaper is washable.
- Gloss paint is usually used in kitchens.
- Use a roller to paint the ceiling. For small surfaces, use soft brushes.
- For parquets: go to the department next to this one.

Which question did not get an answer?

Question 6.

PLEASE GO TO THE NEXT PAGE

**You want to move.
You have found an interesting advertisement:**

*Lovely 2 room flat. Near station. 480 €/
month. Available immediately.*



**You have prepared some questions to ask the owner.
Here are the questions:**

1. Where exactly is the flat?
2. How much security do I have to pay?
3. What is the surface area of the flat?
4. Is the toilet separate from the bathroom?
5. Does any work need to be done?
6. What floor is the flat on?

**You have phoned the owner.
You asked her your questions.
You noted down the following answers:**

- The flat is 40 m².
- The address is 4 Burton Street.
- The toilet is in the bathroom.
- I can view it as from tomorrow.
- The flat is on the 4th floor.
- The security is 3 months' payment in advance (1440 €).

**Which question did not get an answer?
Question:**

Look at the answers for B1/13-1.2

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Here are the questions:**

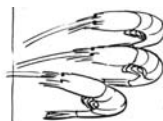
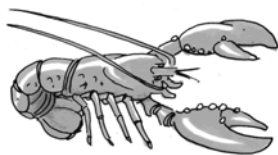
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Which question did not get an answer?

Question 5.



**An elderly lady in your family is allergic to milk.
You often do her shopping for her.
But you ask yourself this question:**

Is milk always indicated on the label?

**Here is some information from a newspaper.
There are some answers to your question.
Underline them.**

A lot of people are allergic to perfumes and deodorants.

“Allergens” are products which cause allergies.

There are a lot of chemicals in perfumes.

In perfumes, 26 products are allergenic.

Many perfumes contain between 8 and 17 of these!

Food allergies are also very common.

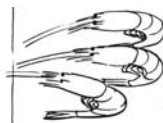
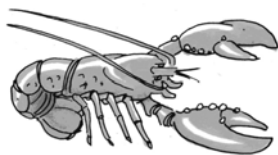
There are 12 food allergens. They are:

gluten, eggs, shellfish, fish, peanuts, soya, milk, nuts, celery, mustard, sesame seeds, sulphites.

There is a law for all European countries:

All allergenic substances must be shown on labels.

Look at the answers for B1/13-1.3



**An elderly lady in your family is allergic to milk.
You often do her shopping for her.
But you ask yourself this question:**

Is milk always indicated on the label?

**Here is some information from a newspaper.
There are some answers to your question.
Underline them.**

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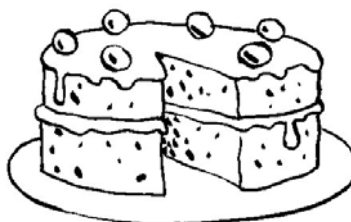
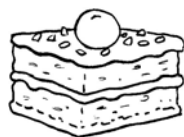
**You would like some information about the job of a pastry cook.
You have made a list of questions:
Here are the questions:**

1. What training do you need to become a pastry cook?
2. What qualities should I have?
3. What is the starting salary?
4. Do you have to work at night?
5. Is the work difficult?
6. Can you only find work in a bakery?



**You met Mrs Sally Chesterfield,
who is a baker and pastry cook near you.
You asked her your questions.**

THE EXERCISE CONTINUES ON THE NEXT PAGE



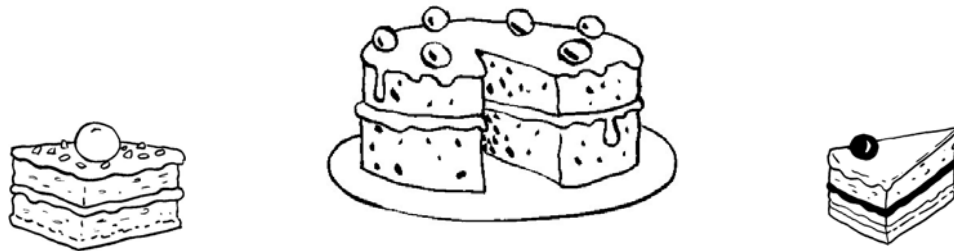
You noted down the following answers:

- In a bakery, the hours are usually 5am to 1pm. But sometimes you have to do overtime. The work must be finished before you leave.
- The work is not really difficult. Of course, you are on your feet. The temperature is 30°C because of the ovens. And you often have to work at the weekend. But it is worthwhile work. You really have to like what you do.
- You would need an NVQ in patisserie and confectionery. That is level 3.
- The qualities required are: neatness, good hygiene, precision and rapidity. Good time management skills are also necessary. Good organisation is indispensable. You have to be good at mental arithmetic. Finally, you need a good memory to remember the recipes. And of course, you need ideas...
- The work of a pastry cook has a good future. Good pastry cooks are in great demand. You can work with a baker, but in other places too: with a caterer or a good restaurant. In some supermarkets, in industrial cake factories. Even in a school canteen.
- The salary depends on the employer. Young people are generally hired at the minimum wage. If they work well, they quickly get a rise (at least in our bakery!)

Which question did not get an exact answer?

Question

Look at the answers for B1/13-1.4



You noted down the following answers:

- In a bakery, the hours are usually 5am to 1pm. But sometimes you have to do overtime. The work must be finished before you leave.
- The work is not really difficult. Of course, you are on your feet. The temperature is 30°C because of the ovens. And you often have to work at the weekend. But it is worthwhile work. You really have to like what you do.
- You would need an NVQ in patisserie and confectionery. That is level 3.
- The qualities required are: neatness, good hygiene, precision and rapidity. Good time management skills are also necessary. Good organisation is indispensable. You have to be good at mental arithmetic. Finally, you need a good memory to remember the recipes. And of course, you need ideas...
- The work of a pastry cook has a good future. Good pastry cooks are in great demand. You can work with a baker, but in other places too: with a caterer or a good restaurant. In some supermarkets, in industrial cake factories. Even in a school canteen.
- The salary depends on the employer. Young people are generally hired at the minimum wage. If they work well, they quickly get a rise (at least in our bakery!)

Which question did not get a precise answer?

Question 3

**You want to paint the outside of your house.
You ask yourself a lot of questions.
You have made a list of them:**



Here are the questions:

1. Is acrylic paint water-based?
2. Is acrylic paint a pollutant?
3. Can I clean oil-based paint with water?
4. Does the paint treat damp, fungi and moss?
5. Is roughcast easy to maintain?
6. My wall is quite dirty. Is one coat of paint enough?
7. Can I throw away the leftover paint?

A specialist is going to answer your questions...

THE EXERCISE CONTINUES ON THE NEXT PAGE

The specialist gives you a lot of details.

Here are his answers:

1. Acrylic paint is said to be “water-based”. That means you can wash the brushes with water
2. It is however a pollutant and requires certain precautions: wear clothes that cover your arms and legs. Work with gloves and wear a mask.
3. Oil-based paint is cleaned with White Spirit (a by-product of petroleum). Oil-based paint is bad for the environment: it contains highly polluting substances (hydrocarbons). A European law will soon limit the use of this sort of pollutant.
4. No paint can replace a “treatment”! First you must thoroughly clean the wall. Then, give an undercoat containing a fungicide. It costs just as much as your paint!
5. Roughcast is granular. It attracts dust very easily. So it is difficult to maintain.
6. For walls that are porous, very dirty or rough: use two coats.
7. Paint is a major pollutant of water. Do not pour paint down the sink (or down the toilet). Do not leave the pot just anywhere! Take it to a waste collection site. Or call your local authority: sometimes they organise a collection of toxic waste products.

Here is your list of questions again.

Write YES or NO after each question.

1. Is acrylic paint water-based? →
2. Is acrylic paint a pollutant? →
3. Can I clean acrylic paint with water? →
4. Does the paint treat damp, fungi and moss? →
5. Is roughcast easy to maintain? →
6. My wall is quite dirty. Is one coat of paint enough? →
7. Can I throw away the leftover paint? →

Look at the answers for B1/13-1.5

The specialist gives you a lot of details.

Here are his answers:

1. Acrylic paint is said to be “water-based”. That means you can wash the brushes with water
2. It is however a pollutant and requires certain precautions: wear clothes that cover your arms and legs. Work with gloves and wear a mask.
3. Oil-based paint is cleaned with White Spirit (a by-product of petroleum).
Oil-based paint is bad for the environment: it contains highly polluting substances (hydrocarbons). A European law will soon limit the use of this sort of pollutant.
4. No paint can replace a “treatment”! First you must thoroughly clean the wall. Then, give an undercoat containing a fungicide. It costs just as much as your paint!
5. Roughcast is granular. It attracts dust very easily. So it is difficult to maintain.
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7. Paint is a major pollutant of water. Do not pour paint down the sink (or down the toilet). Do not leave the pot just anywhere! Take it to a waste collection site. Or call your local authority: sometimes they organise a collection of toxic waste products.

Here is your list of questions again.

Write YES or NO after each question.

1. Is acrylic paint water-based? → YES
2. Is acrylic paint a pollutant? → YES
3. Can I clean acrylic paint with water? → NO
4. Does the paint treat damp, fungi and moss? → NO
5. Is roughcast easy to maintain? → NO
6. My wall is quite dirty. Is one coat of paint enough? → NO
7. Can I throw away the leftover paint? → NO

**Your kitchen has been flooded by a neighbour.
You are going to phone your insurance.
Before phoning, you make a list of questions to ask.**



Here are the questions:

1. Will somebody come to assess the damage?
2. When will the person come?
3. Do I have to fill in a form?
4. How much money could I get?
5. How long will it be before I get the money?
6. Can I choose a company to do the repairs?

This is what the insurance company said on the phone:

An assessor will come to inspect the damage. He will phone to make an appointment. We will send you a form by post today. You must fill it in and send it back within 48 hours.

Only the assessor can estimate the amount of compensation. Usually we pay 80% of the sum in two weeks. You must send us the invoice of the repair company. We will then send you the remaining 20%.

You can choose a company to do the repairs.

Did you receive a precise answer to all your questions?

Answer in a complete sentence.

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Look at the answers for B1/13-1.6



**Your kitchen has been flooded by a neighbour.
You are going to phone your insurance.
Before phoning, you make a list of questions to ask.**

Here are the questions:

1. Will somebody come to assess the damage?
2. When will the person come?
3. Do I have to fill in a form?
4. How much money could I get?
5. How long will it be before I get the money?
6. Can I choose a company to do the repairs?



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Only the assessor can estimate the amount of compensation. Usually we pay 80% of the sum in two weeks. You must send us the invoice of the repair company. We will then send you the remaining 20%.

You can choose a company to do the repairs.

**Did you receive a precise answer to all your questions?
Answer in a complete sentence.**

*Yes, I received an answer, but not always a precise one:
I don't know yet when the assessor will come.
I don't know how much money I will receive.*