

<i>900 exercises in vocational communication</i>	Notes for teachers	C1 / 14
<i>General aim</i>	C: UNDERSTAND A MESSAGE	
<i>Level of difficulty</i>	1	
<i>Intermediate aim</i>	1: ANALYSE A MESSAGE	
<i>Operational aim</i>	4: UNDERSTAND INSTRUCTIONS Secondary aims: 1.0: Find an instruction in a group of 2 to 4 sentences. 2.0: In a dialogue, find the instructions, and which speakers gave the instructions. 3.0: Find, then reformulate the essential elements of an instruction	
<i>Pre-requirements</i>	1.0: Ability to read simple sentences 2.0: Ability to write simple words 3.0: Ability to write simple sentences	
<i>Number of exercises</i>	1.0: 4 2.0: 5 3.0: 8	
<i>Summing-up exercise</i>	1.0: C1/14-1.5 2.0: C1/14-2.6 3.0: C1/14-3.9	
<i>Comments</i>	Exercise C1/14-2.3 about food for breakfast should not be taken as a model, as habits vary from one country to another (in Germany, you can eat ham and cheese for breakfast).	



What does it mean to: **GIVE AN INSTRUCTION?**

It means:

ASK SOMEONE TO DO ONE OR MORE THINGS WITHOUT FORGETTING ANYTHING

Here are 2 sentences:

- 1. Come at 11 o'clock with your equipment.*
- 2. I've brought you all the lists.*

Question: Which sentence contains an instruction?

Answer: Sentence 1

If you look at it, sentence 1 looks like an order.

We are being asked to do something:

- come at 11 o'clock
- bring the equipment

Sentence 2 is just information.

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Here are groups of 2 sentences.

Tick the sentence containing an instruction.

1. Paul won't be there tomorrow morning.

2. Remove the batteries and plug in the appliance.

1. Complete the form and bring it to desk 4.

2. He brought the completed form to desk 4.

1. Students must write their name at the top of the page.

2. Where must I write my name?

Look at the answers for C1 / 14-1.2

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Tick the sentence containing an instruction.

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2. Remove the batteries and plug in the appliance.

1. Complete the form and bring it to desk 4.

2. He brought the completed form to desk 4.

1. Students must write their name at the top of the page.

2. Where must I write my name?

Here are groups of 3 sentences.

Tick the sentence containing an instruction.

1. The health insurance file is in the cupboard.

2. Put this file in the cupboard, please.

3. Marie has just put the file in the cupboard.

1. The weather forecast says it will be fine all week.

2. If it rains, I won't take the car.

3. Take the company car today.

1. This recipe is really easy to make.

2. Beat the eggs, add some salt and mix in the pasta.

3. Patrick is beating the eggs and adding the pasta.

Look at the answers for C1 / 14-1.3

Here are groups of 3 sentences.

Tick the sentence containing an instruction.

- | | |
|--------------------------------------------------|-------------------------------------|
| 1. The health insurance file is in the cupboard. | <input type="checkbox"/> |
| 2. Put this file in the cupboard, please. | <input checked="" type="checkbox"/> |
| 3. Marie has just put the file in the cupboard. | <input type="checkbox"/> |

- | | |
|--------------------------------------------------------|-------------------------------------|
| 1. The weather forecast says it will be fine all week. | <input type="checkbox"/> |
| 2. If it rains, I won't take the car. | <input type="checkbox"/> |
| 3. Take the company car today. | <input checked="" type="checkbox"/> |

- | | |
|-------------------------------------------------------|-------------------------------------|
| 1. This recipe is really easy to make. | <input type="checkbox"/> |
| 2. Beat the eggs, add some salt and mix in the pasta. | <input checked="" type="checkbox"/> |
| 3. Patrick is beating the eggs and adding the pasta. | <input type="checkbox"/> |

Here are groups of 4 sentences.

Tick the sentence containing an instruction.

1. The wardrobe is in the bedroom, near the window.
2. The wardrobe is assembled in 3 stages:
 - a) screw the shelves to the 2 side panels
 - b) screw on the back panel
 - c) finally screw on the doors.
3. We put the clothes in the wardrobe on the left.
4. This wardrobe is too wide to fit here.

1. M6 motorway near Wigan:
road works in progress until 21 August.
2. Howard got caught in road works on the M6 at Wigan.
3. Four-mile traffic hold-ups on the M6 near Wigan.
4. Don't take the M6 motorway because of the road works.

Look at the answers for C1 / 14-1.4

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Tick the sentence containing an instruction.

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3. Four-mile traffic hold-ups on the M6 near Wigan.
4. Don't take the M6 motorway because of the road works.

Here are 6 texts.

Tick all the texts containing an instruction.

1. Peter is looking at the classified ads to find a bigger flat.

2. How to make coffee with this machine:
 - a) put 4 scoops of coffee in the filter
 - b) pour water in the water container up to the 4th line
 - c) press the “on” button.

3. Take one tablet every evening during the meal.

4. Here’s this morning’s work plan:
 - first you unload the lorry
 - you sort the parts
 - you put them in the boxes
 - then you put the boxes in the garage.

5. The driver left this morning at 6 with the lorry.

6. Take the second on the right, then left at the traffic lights: the offices are 100 yards down on the right.

Look at the answers for C1 / 14-1.5

Here are 6 texts.

Tick all the texts containing an instruction.

1. Peter is looking at the classified ads to find a bigger flat.

2. How to make coffee with this machine:
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5. The driver left this morning at 6 with the lorry.

6. Take the second on the right, then left at the traffic lights:
the offices are 100 yards down on the right.



Here are 2 sentences from a conversation between 2 people:

David : So what's the work plan for me this morning?

Richard : You prune the roses, then you plant the geraniums.

A conversation between 2 people is called A DIALOGUE.

Let's read the dialogue between David and Richard again.

Which sentence corresponds to an instruction?

Richard's answer:

"You prune the roses, then you plant the geraniums."

Richard is giving David the work plan for the morning.
David will have to do the work in the right order, without forgetting anything.

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Here are some sentences from 2 separate dialogues.

Tick the sentences containing instructions.

Alex : I've tried lots of different diets to lose weight.
Unfortunately, none of them work.

Marie : You really mustn't eat between meals.
Don't eat too quickly. Don't drink sugary soft drinks.
But most important, go and see a specialist. They'll give you
A diet specially adapted to your needs.

Claude : I'm a bit wary of electricity. I've already had a couple
of electric shocks. When I was 6 and I was playing with
an electric socket.

Marie : There are certain risks to avoid. I'll give you 2 pieces of advice:
- Don't touch an electrical appliance with wet hands
- Don't wipe an electrical appliance with a wet cloth
(or if you do, unplug it first).

Look at the answers for C1 / 14-2.2

Here are some sentences from 2 separate dialogues.

Tick the sentences containing instructions.

Alex : I've tried lots of different diets to lose weight.
Unfortunately, none of them work.

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an electric socket.

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- Don't touch an electrical appliance with wet hands
- Don't wipe an electrical appliance with a wet cloth
(or if you do, unplug it first).



Read the following dialogue:

Christine : *Another hour before lunch... I'm hungry!*

Francis : *Didn't you have breakfast?*

Christine : *Oh, I only have a cup of coffee in the morning.*

Francis : *But breakfast is really important!*

Christine : *Yes, so they say.*

Francis : *You must eat properly in the morning. If not, you have no energy!*

Christine : *But I'm not hungry when I get up!*

Francis : *At first you have to make an effort. And of course, you have to have a balanced breakfast.*

Christine : *So what should I eat?*

Francis : *The best thing is some fruit and a dairy product (yogurt, fromage frais). And of course, bread or cereal. And tea, coffee or chocolate to drink.*

**Question: Which person is giving instructions on eating?
Copy their name.**

Your answer:

Look at the answers for C1 / 14-2.3



Read the following dialogue:

Christine : *Another hour before lunch... I'm hungry!*

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**Question: Which person is giving instructions on eating?
Copy their name.**

Your answer: Francis



Here is a dialogue with 3 people:

- Simon** : *My house caught fire yesterday. I really didn't know what to do!*
- Anne** : *That happened to me last year!*
- Fred** : *It all depends on how big the fire is.*
- Simon** : *Oh, it was the curtains! I just jumped out of the window!*
- Anne** : *It was lucky you were downstairs then!*
- Fred** : *If you're upstairs you should never jump out of the window.*
- Anne** : *And what if your clothes catch fire?*
- Fred** : *Well, obviously you try to avoid that! When their clothes catch fire people tend to run around. You mustn't. You have to try to roll yourself in a blanket. Or in a coat, to smother the fire.*
- Anne** : *So what did you do, Simon?*
- Simon** : *Well, I was really lucky! I yelled "fire!" And my neighbour came out with his extinguisher.*

**Question: Which person is giving the instructions?
Write their name.**

Your answer:

Look at the answers for C1 / 14-2.4



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- Anne** : *So what did you do, Simon?*
- Simon** : *Well, I was really lucky! I yelled "fire!" And my neighbour came out with his extinguisher.*

**Question: Which person is giving the instructions?
Write their name.**

Your answer: Fred

Here is a dialogue with several people:

Lisa : *Hello. My son has to have an operation.*

The employee : *Hello! And what's your name, young man?*

The child : *Julian.*

The employee : *What a nice little boy. How old is he?*

Lisa : *5.*

The employee : *Right. Can you give me your National Health card?*

Lisa : *Well, I haven't actually got it yet...*

The employee : *In that case, bring me your last three payslips.
Just for the last 3 months.*

A colleague : *Can I use your computer for a moment?*

The employee : *Yes, sure. So, as I was saying, your last 3 payslips. And you have
to fill in this form. Can you come back tomorrow morning?*

Lisa : *Yes, no problem. Thank you very much. See you tomorrow! Come
on, Julian.*

Which person is giving the instructions?

Your answer:



And which person is receiving the instructions?

Your answer:

Look at the answers for C1 / 14-2.5

Here is a dialogue with several people:

Lisa : *Hello. My son has to have an operation.*

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A colleague : *Can I use your computer for a moment?*

The employee : *Yes, sure. So, as I was saying, your last 3 payslips. And you have
to fill in this form. Can you come back tomorrow morning?*

Lisa : *Yes, no problem. Thank you very much. See you tomorrow! Come
on, Julian.*

Which person is giving the instructions?



Your answer: **The employee**

And which person is receiving the instructions?

Your answer: **Lisa**

Here is a dialogue with several people:

Eric : *Are you coming with us to the match on Sunday?*

Daniel : *Yes, I'll be there. Right, now get into position for the practice.*

Oliver : *Who's serving?*

Daniel : *Your team. Go on, serve.*

Jerome : *Ouch! I've twisted my ankle! It's okay, though, nothing serious.*

Daniel : *Hey Steve! Pass the ball to one of your team mates. Don't just send it straight back over the net!*

Oliver : *That ball was out!*

Steve : *No it wasn't! It was in.*

Daniel : *It was out. Change serve. Get in the right place, all of you. You, don't just stand there! You have to move on the back line.*

Eric : *Yes, I know, but I'm a bit drained.*

Daniel : *Have a sugar lump in the next time out.
Come on, get moving! And make those passes a bit more accurate!*



THE EXERCISE CONTINUES ON THE NEXT PAGE

Keep the dialogue on page 1 in front of you.

Answer the following questions:

1. Which person is giving the instructions? Write his name.

.....

2. Copy out the first instruction in this dialogue.

.....

3. Who did Daniel say: “Get in the right places” to? Tick the right answer.

to Steve

to the whole team

to Eric

4. Who did Daniel say: “You, don’t just stand there” to? Tick the right answer.

to the whole team

to Jerome

to Eric

Look at the answers for C1 / 14-2.6

Keep the dialogue on page 1 in front of you.

Answer the following questions:

1. Which person is giving the instructions? Write his name.

Daniel

2. Copy out the first instruction in this dialogue.

“Right, now get into position for the practice.”

3. Who did Daniel say: “Get in the right places” to? Tick the right answer.

to Steve

to the whole team

to Eric

4. Who did Daniel say: “You, don’t just stand there” to? Tick the right answer.

to the whole team

to Jerome

to Eric



Here is an instruction:

**Be at the meeting on Wednesday 20th April:
3pm sharp, room 17 opposite the lifts.**

In these instructions, there are very important words.
You must remember them. They indicate:

- The action : *be*
- The date : *20th April*
- The time : *3pm*
- The place : *room 17*

Les mots moins importants correspondent à des précisions.
Ces précisions concernent la date, l'heure et le lieu :

- La date : *mercredi*
- L'heure : *précises*
- Le lieu : *face aux ascenseurs*

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Here is an instruction:

**Come and see me tomorrow at 12.15.
I'll be in front of the secretary's office.
The secretary's office is right at the end of corridor B.**

Copy out the most important words corresponding to:

- The action:
- The date :
- The time :
- The place :

Look at the answers for C1 / 14-3.2



Here is an instruction:

**Come and see me tomorrow at 12.15.
I'll be in front of the secretary's office.
The secretary's office is right at the end of corridor B.**

Copy out the most important words corresponding to:

- The action : *Come (and see me)*
- The date : *tomorrow*
- The time : *12.15*
- The place : *in front of the secretary's office*



Here are some instructions:

**Take the first turning on the right after the road works.
Then the second on the left. It's just after the traffic lights.
You'll be at the post office in 5 minutes at the most.**

Copy out the most important words corresponding to:

- The action :
- The direction :
.....
- The destination :
- Duration :

Look at the answers for C1 / 14-3.3



Here are some instructions:

**Take the first turning on the right after the road works.
Then the second on the left. It's just after the traffic lights.
You'll be at the post office in 5 minutes at the most.**

Copy out the most important words corresponding to:

- The action : *Take*
- The direction : *1st turning on the right
then the 2nd on the left*
- The destination : *The post office*
- Duration : *5 min*



Here are some instructions:

**Paul, Mr Redmond's older brother, phoned.
He's coming to the office this Friday at 6.
Tell Mr Redmond to wait for him.**

Copy out the most important words in these instructions:

Message for Mr Redmond:

.....

.....

.....

.....

.....

.....

Look at the answers for C1 / 14-3.4



Here are some instructions:

**Paul, Mr Redmond's older brother, phoned.
He's coming to the office this Friday at 6.
Tell Mr Redmond to wait for him.**

Copy out the most important words in these instructions:

Message for Mr Redmond:

Wait for Paul

at the office,

this Friday,

6pm



**Come and hear our new concert.
Buy your tickets before 15 February.
Tickets are available at the theatre box office.
It is on the left as you go into the theatre.
It is open from 1pm to 7pm every day.**

Copy out the most important words in these instructions:

.....

.....

.....

.....

.....

.....

Look at the answers for C1 / 14-3.5



**Come and hear our new concert.
Buy your tickets before 15 February.
Tickets are available at the theatre box office.
It is on the left as you go into the theatre.
It is open from 1pm to 7pm every day.**

Copy out the most important words in these instructions:

- New concert
- Buy ticket before 15 February
- From theatre box office (inside on left)
- From 1 to 7pm every day



Here are the instructions on how to use a liquid fertiliser:

**Pour the liquid fertiliser into the measuring cap (20 ml).
Dilute the 20 ml in 4 litres of water.
The water must not be too cold.
Water your pot plants every week with this solution.
Use the fertiliser from March to October.**

**Here is a chart with the important elements of the instructions.
But it is incomplete.
Complete the chart.**

1. Pour the liquid fertiliser into the (20 ml).
2. Dilute the fertiliser in litres of water.
3. The water must not be
4. Water your plants every with this solution.
5. The fertiliser should be used from

Look at the answers for C1 / 14-3.6

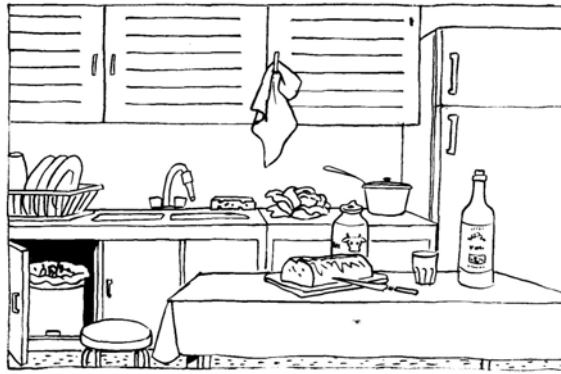


Here are the instructions on how to use a liquid fertiliser:

**Pour the liquid fertiliser into the measuring cap (20 ml).
Dilute the 20 ml in 4 litres of water.
The water must not be too cold.
Water your pot plants every week with this solution.
Use the fertiliser from March to October.**

**Here is a chart with the important elements of the instructions.
But it is incomplete.
Complete the chart.**

1. Pour the liquid fertiliser into the *measuring cap* (20 ml).
2. Dilute the fertiliser in *4* litres of water.
3. The water must not be *too cold* .
4. Water your *pot* plants every *week* with this solution.
5. The fertiliser should be used from *March to October* .



Here is a recipe for real custard:

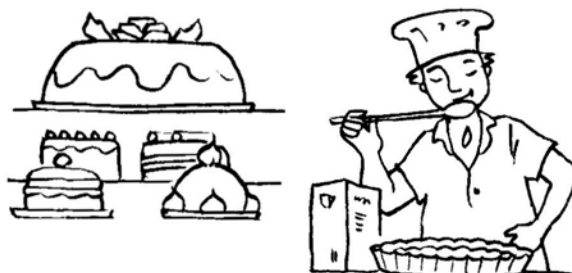
- 1 litre of milk
- 6 egg yolks
- 100 g. caster sugar

Bring the milk to the boil. Separate the eggs. Put the yolks in a bowl. Beat the yolks with a spoon and add the sugar. Add the hot milk gradually. Cook it over a low heat. Let it thicken while stirring all the time. Do not let the cream boil. This custard can also be made with 4 whole eggs: they should be beaten as for an omelette.

Here is the list of actions to do, in order.

1. Bring 1 litre of milk to the boil.
2. Separate 6 eggs, put the yolks in a bowl.
3. Beat the yolks with a spoon.
4. Add 100 g. of caster sugar.
5. Add the hot milk gradually.
6. Cook over a low heat.
7. Let it thicken, stirring all the time, and do not let it boil.

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Here is a recipe for chocolate mousse:

- 6 egg whites
- 100 g. caster sugar
- 200 g. chocolate

Beat the egg whites and add the sugar. Melt the chocolate in a little water (2 tablespoons). Mix until smooth. Off the heat, fold the chocolate mixture into the egg whites. You can also use powdered chocolate. It is easier to mix in.

Write the list of actions to do, in the right order.

1.
2.
3.
4.
5.

Look at the answers for C1/14-3.8



Here is a recipe for chocolate mousse:

- 6 egg whites
- 100 g. caster sugar
- 200 g. chocolate

Beat the egg whites and add the sugar. Melt the chocolate in a little water (2 tablespoons). Mix until smooth. Off the heat, fold the chocolate mixture into the egg whites. You can also use powdered chocolate. It is easier to mix in.

Write the list of actions to do, in the right order.

1. Beat 6 egg whites.
2. Add 100 g. of caster sugar.
3. Melt the chocolate in a little water (2 tablespoons).
4. Mix until it is smooth.
5. Off the heat, fold the mixture into the egg whites.

Here are some instructions in the form of information for consumers:

For general information: phone 01358 501 717.

To find out the composition of the foodstuffs: dial the above number followed by 1.

Recommended retail prices are available: dial the above number followed by 2.

An answering machine is at your disposal. It will indicate the main sales outlets. Dial the above number followed by 3.

For the after sales service for household appliances: dial the number above followed by 4 (indicate the serial number of the appliance and the make).

You will now fill in the following chart.

Write the services proposed and their telephone number.

The first is done as an example.

Services proposed	Telephone numbers
Information	01358 501 717

Look at the answers for C1/14-3.9

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**You will now fill in the following chart.
Write the services proposed and their telephone number.
The first is done as an example.**

Services proposed	Telephone numbers
Information	01358 501 717
Composition of foodstuffs	01358 501 717 + 1
Recommended retail prices	01358 501 717 + 2
Main sales outlets	01358 501 717 + 3
After sales service, household appliances	01358 501 717 + 4