

<b>900 exercises in vocational communication</b>	<b>Notes for teachers</b>	<b>C2 / 12</b>
<i>General aim</i>	<b>C: UNDERSTAND A MESSAGE</b>	
<i>Level of difficulty</i>	<b>2</b>	
<i>Intermediate aim</i>	<b>1: ANALYSE A MESSAGE</b>	
<i>Operational aim</i>	<b>2: FIND THE ELEMENTS WHICH CHARACTERISE A SITUATION.</b>	
<i>Pre-requirements</i>		
<i>Number of exercises</i>	<b>7</b>	
<i>Summing-up exercise</i>	<b>C2/12-1.8</b>	
<i>Comments</i>		

Here is a page from Jennie's diary for 3 August.  
Jennie is doing computer studies and she is on holiday:

9.00	<i>Phone Post Office re passport</i>	
10.00	} <i>Work in shop</i>	
11.00		
12.00		
1.15	<i>Lunch with Amy at Gruncho's</i>	
2.00		
3.00	<i>Post Office</i>	→ <i>Find birthday present for Laura</i>
4.00	<i>Supermarket shop for Gran</i>	
5.00	<i>Driving lesson</i>	
6.00	<i>Phone Katie to confirm outing tomorrow</i>	23h <i>Video film on BBC2</i>
7.00	<i>Cinema with Eric</i>	

What does this page from her diary tell us about Jennie?

- She works part time in the mornings in a shop.
- She has a lot of friends whom she sees and phones (Amy, Laura, Katie, Eric) or some of them may be members of her family...
- She looks after her grandmother, doing the shopping for her.
- She likes the cinema (she is going to see a film and is videoing another).
- She is going to travel abroad (she needs a passport).
- She is going to take her driving test (she is taking driving lessons).

**GO TO THE NEXT PAGE**

On Friday at around 9 o'clock in the morning, Mrs Gerbil, a pensioner, had her handbag stolen from her apartment. As police superintendent, you are sent out on the case. They have been looking for a handbag thief who works in the area for two months. Here are the notes that you took after your interview with Mrs Gerbil.

- Friday 8 July, 9a.m., Mrs Gerbil, 3<sup>rd</sup> floor on right, opens her door when the doorbell rings. There's nobody on the landing, but she hears footsteps going downstairs.

- At the same time, the phone rings. Mrs Gerbil goes to answer it, leaving her door open, and comes back almost immediately holding her phone to her ear.

- Still seeing nobody at the door, she goes out onto the landing and sees Mr Gibbon coming downstairs. He is almost at the second floor. He always leaves for work at this hour. Looking up, Mrs Gerbil sees Mrs Raymond going up towards the 4<sup>th</sup> floor, with a full shopping bag on her arm. This lady is the neighbour just above.

- She closes the door again and goes back to the sitting room to continue her phone conversation.

- About 10 mins later, Mrs Gerbil hangs up and hears her front door closing gently. She goes onto the landing again and hear the door to the building being closed carefully. She then goes into her bedroom and immediately notices that her handbag, which is usually on the chest of drawers, has disappeared.

After rereading your notes, you eliminate Mr Gibbon and Mrs Raymond from the list of suspects. Why? In your notes, underline the elements which prove that you are right, and write your conclusions in a few lines.

**LOOK AT THE SUGGESTED ANSWERS FOR C2/12-1.2**

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After rereading your notes, you eliminate Mr Gibbon and Mrs Raymond from the list of suspects. Why? In your notes, underline the elements which prove that you are right, and write your conclusions in a few lines.

Mrs Gerbil saw Mr Gibbon and Mrs Raymond just before closing her door. They could therefore not have gone into her flat beforehand, when she left her door open to go and answer the phone.

Your neighbour Adrian is 15. He is at school. As part of his school programme, he has to do a two-week placement to introduce him to the world of work. He finds a placement in the offices of an association. 5 people work there. At the end of the placement, he has to hand in an activity report. Here are the notes that he took to do his report during the placement:

I helped the secretary with the following tasks:

- answer the telephone and put people through to the right person
- read the emails on the computer and:
  - . delete the unwanted messages
  - . answer simple requests for information about the association by sending a standard document as a attachment
  - . print out the documents received in the emails
- make business cards on the computer
- write the addresses of letters to be posted on the envelopes using a computer and go to the Post Office to send urgent letters
- do photocopies asked for by the employees
- order office supplies by phone
- order books on Internet
- make coffee for the staff
- scan documents with computer and scanner

Adrian had never really worked on a computer before his placement. His teachers were particularly interested in this part of his work. Help him to choose from his notes the points that he should develop in his activity report. To do that, underline the tasks that required the use of a computer.

**Look at the answers for C2 / 12-1.3**

Your neighbour Adrian is 15. He is at school. As part of his school programme, he has to do a two-week placement to introduce him to the world of work. He finds a placement in the offices of an association. 5 people work there. At the end of the placement, he has to hand in an activity report. Here are the notes that he took to do his report during the placement:

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Adrian had never really worked on a computer before his placement. His teachers were particularly interested in this part of his work. Help him to choose from his notes the points that he should develop in his activity report. To do that, underline the tasks that required the use of a computer.

<b>900 exercises in vocational communication</b>	<b>Exercise</b>	<b>C2 / 12 – 1.4</b>
		<b>Eval.:</b>

Arthur is in a difficult situation ...

Arthur is a retired taxi driver of 71. His pension is very small. His son helps him from time to time by giving him small amounts of money. But Arthur does not want his son to go short just for him. Usually, does a little casual work for his neighbour: he looks after her garden, walks her dog while she is at work, drives her to the supermarket each week, as she does not drive. In return, the neighbour gives him her luncheon vouchers and also vouchers for the supermarket.

But this month, Arthur is ill. A bad case of flu. He can't leave the house. The recent storm blew some tiles from the roof. Water leaks through into the hall when it rains. He is wondering whether he couldn't have some sort of help from the County Hall ...

What is Arthur's main problem? Write it in one or two sentences.

Imagine how the situation could improve in two or three sentences.

**Look at the suggested answers for C2 / 12-1.4**

Arthur is in a difficult situation ...

Arthur is a retired taxi driver of 71. His pension is very small. His son helps him from time to time by giving him small amounts of money. But Arthur does not want his son to go short just for him. Usually, does a little casual work for his neighbour: he looks after her garden, walks her dog while she is at work, drives her to the supermarket each week, as she does not drive. In return, the neighbour gives him her luncheon vouchers and also vouchers for the supermarket.

But this month, Arthur is ill. A bad case of flu. He can't leave the house. The recent storm blew some tiles from the roof. Water leaks through into the hall when it rains. He is wondering whether he couldn't have some sort of help from the County Hall ...

What is Arthur's main problem? Write it in one or two sentences.

*Arthur has very little money to live on, he is ill at the moment and there is a leak in the hall of his house, as the storm blew tiles off the roof.*

Imagine how the situation could improve in two or three sentences.

*In the best possible case... his son goes to see him, sees the leak and pays for the repairs. His neighbour gives him her luncheon vouchers and supermarket vouchers this month, despite the fact that he couldn't work. The County Council grants him a small lump sum to help him out.*

You have just placed a large order for a company in which you work. To thank you for this order, they are giving the company a free gift, to choose from this selection:

**Sandwich grill**

- Heat resistant
- Automatic temperature setting
- Non-stick surface
- 700 W, 230 V – 50 Hz
- Dim: 24x27x9 cm

**3-piece luggage set**

- Red polyester, 600 deniers
- Folding suitcase with retractable handle  
(34x18x51 cm) inside & outside pockets
- Travel bag with adjustable strap (38x10x30 cm), outside pocket
- Toilet bag (27x10x18 cm), outside pocket

**Portable TV with radio**

- Black & white TV
- FM/AM Radio. TV/radio waveband selector
- Carrying strap
- Mains supply, cigar lighter or battery
- Telescopic aerial
- Dim: 23x30x23 cm

Your boss is leaving you to decide. In the office, there are 15 employees and 2 interns, including yourself. The employees often make coffee or tea in the small kitchen, and bring their lunch to work. The boss often goes on business trips for one or two days. 3 of the employees love football and 2 enjoy tennis and cycling.

You have thought a lot about it. The boss invites everyone to a meeting. At the end of it he asks you which present you have decided on for the office. You address the meeting to say which one you have decided on and why. Over to you!

**Look at the suggested answers for C2 / 12-1.5**

You have just placed a large order for a company in which you work. To thank you for this order, they are giving the company a free gift, to choose from this selection:

**Sandwich grill**

- Heat resistant
- Automatic temperature setting
- Non-stick surface
- 700 W, 230 V – 50 Hz
- Dim: 24x27x9 cm

**3-piece luggage set**

- Red polyester, 600 deniers
- Folding suitcase with retractable handle  
(34x18x51 cm) inside & outside pockets
- Travel bag with adjustable strap (38x10x30 cm), outside pocket
- Toilet bag (27x10x18 cm), outside pocket

**Portable TV with radio**

- Black & white TV
- FM/AM Radio. TV/radio waveband selector
- Carrying strap
- Mains supply, cigar lighter or battery
- Telescopic aerial
- Dim: 23x30x23 cm

Your boss is leaving you to decide. In the office, there are 15 employees and 2 interns, including yourself. The employees often make coffee or tea in the small kitchen, and bring their lunch to work. The boss often goes on business trips for one or two days. 3 of the employees love football and 2 enjoy tennis and cycling.

You have thought a lot about it. The boss invites everyone to a meeting. At the end of it he asks you which present you have decided on for the office. You address the meeting to say which one you have decided on and why. Over to you!

*“As an intern, I am flattered that you have asked me to choose one of the free gifts that our usual supplier is offering. The choice is not easy. I suggest that we choose a gift that can be used by all of us (so I have eliminated the luggage set) and that would not hinder our concentration at work (so I would avoid the TV set). The sandwich grill seems to me to be the most satisfactory for everyone, since most of us have lunch at the office, thanks to the kitchen that we have at our disposal. I hope that my choice will meet the approval of the majority of you here ...”*

<b>900 exercises in vocational communication</b>	<b>Exercise</b>	<b>C2 / 12 – 1.6</b>
		<b>Eval.:</b>

You are doing a replacement in an estate agency in Folkestone and you have to deal with your first request. The clients will call back in the day to look at the houses that you have selected for them. It is a family with 3 children (17, 12 and 9), a dog (Alsatian), who can pay a monthly rent of around 1200 €, who want a house, preferably with a garden, in or near Folkestone.

You consult the file of available houses to rent:

1. 10 miles from Folkestone, house with large reception room, 5 beds, excellent condition 1095 € pcm.
2. 8 miles from Folkestone: Spacious 4 bedroom family house, with 2 receptions, fully fitted kitchen, en-suite to master bedroom, gardens and garage 1200 € pcm.
3. 5 miles Folkestone: Three Bedroom terraced family home arranged over 3 floors. The property has a lounge and dining area, fitted kitchen, large master bedroom and two further good-sized bedrooms. It also benefits from Gas central heating, part double glazing and a small courtyard. 1150 € pcm
4. Folkestone: Semi-detached house with spacious accommodation comprising sitting room, dining room, utility room, kitchen, 4 bedrooms and family bathroom with shower. Small garden 1150 € pcm.
5. 5 miles from Folkestone: Detached period house, 5 bedrooms, study, plus 2 further reception rms, fitted kitchen, cellar. Double tandem garage & enclosed garden. 1250 € pcm
6. Folkestone: A recently built semi-detached house offering accommodation on 3 floors comprising living room, 4 bedrooms, bathrm, clkrm, fully fitted kitchen incl. dishwasher, d/g, gas c/h, off street parking. 1080 € pcm.
7. 20 miles Folkestone, farmhouse, big family kitchen, 4 beds, gas central heating, large garden with patio, 1160 € pcm.
8. Three bedroom mid terraced house split over three floors and offered Fully Furnished, the property is within walking distance of the Harbour and Town Centre. 990 € pcm.
9. Folkestone centre: Three bedroom newly refurbished end of terrace house., off street parking, 960 € pcm.

**You are going to select the houses and classify them so that the family visits first the houses that are most likely to suit them. Write the numbers of the houses selected in the order they should be visited and note down a few reasons that you will give in favour of each one.**

**Look at the suggested answers for C2 / 12-1.6**

You are doing a replacement in an estate agency in Folkestone and you have to deal with your first request. The clients will call back in the day to look at the houses that you have selected for them. It is a family with 3 children (17, 12 and 9), a dog (Alsatian), who can pay a rent of 1000 €, who want a house, preferably with a garden, in or near Folkestone.

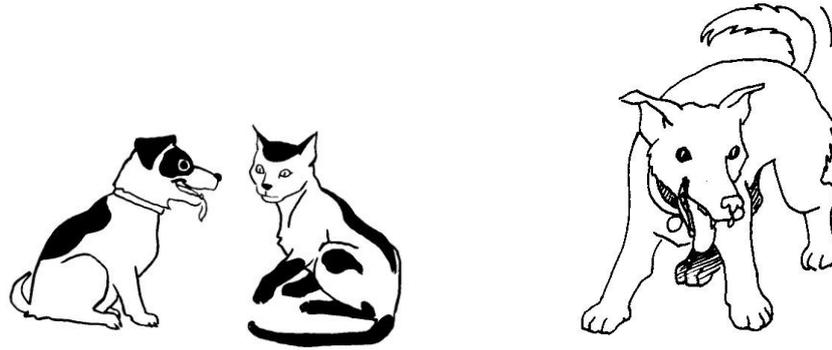
You consult the file of available houses to rent:

1. 10 miles from Folkestone, house with large reception room, 5 beds, excellent condition 1095 € pcm.
2. 8 miles from Folkestone: Spacious 4 bedroom family house, with 2 receptions, fully fitted kitchen, en-suite to master bedroom, gardens and garage 1200 € pcm.
3. 5 miles Folkestone: Three Bedroom terraced family home arranged over 3 floors. The property has a lounge and dining area, fitted kitchen, large master bedroom and two further good-sized bedrooms. It also benefits from Gas central heating, part double glazing and a small courtyard. 1150 € pcm
4. Folkestone: Semi-detached house with spacious accommodation comprising sitting room, dining room, utility room, kitchen, 4 bedrooms and family bathroom with shower. Small garden 1150 € pcm.
5. 5 miles from Folkestone: Detached period house, 5 bedrooms, study, plus 2 further reception rms, fitted kitchen, cellar. Double tandem garage & enclosed garden. 1250 € pcm
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9. Folkestone centre: Three bedroom newly refurbished end of terrace house., off street parking, 960 € pcm

**You are going to select the houses and classify them so that the family visits first the houses that are most likely to suit them. Write the numbers of the houses selected in the order they should be visited and note down a few reasons that you will give in favour of each one.**

2. 5 miles from Folkestone: Spacious 4 bedroom family house, 2 receptions, fully fitted kitchen, en-suite to master bedroom, enclosed gardens and garage 1200 € pcm.
5. 8 miles from Folkestone: Detached period house, 4 bedrooms, study, 2 reception rms, 2 baths, fitted kitchen, cellar. Double tandem garage & garden. 1220 € pcm.
4. Folkestone: Semi-detached house with spacious accommodation comprising sitting room, dining room, utility room, kitchen, 4 bedrooms and family bathroom with shower. Small garden 1150 € pcm.
8. Three bedroom mid terraced house split over three floors. Fourth bedroom poss. in attic. Within walking distance of the Harbour and Town Centre. 1190 € pcm.

The 4 houses I have chosen are more or less the same price. The two houses actually in Folkestone (4 and 8) only have a small garden and number 8 does not yet have a 4<sup>th</sup> bedroom. I've given preference to the 4-bedroom houses, so that the children can each have their own room. I will take them to see house no. 2 first as it is slightly larger than no. 5, a little closer to the town and has a large enclosed garden, which would be more practical for the dog. House 5 is a period house and has 2 bathrooms, which is useful when there are a lot of people.



You do some volunteer work at an animal rescue centre during your free time. You regularly receive requests, sometimes very precise ones, for dogs. When you receive a request, you consult the file of dogs for adoption to advise the person on one or two dogs, depending on the situation, and you invite them to come and meet the animals. In some cases, it can happen that there are no dogs available for adoption when a request is received.

You have just received an email from someone wanting to adopt a dog.

*We have just lost our old cocker of 17 and our young dog, Vicky, a Labrador cross, who is a year old and whom we found abandoned on the motorway, now feels very lonely without her companion. We are therefore looking for a dog (male or female) that likes the company of other dogs and especially cats, as we also have an old cat from the RSPCA, who is very quiet and sociable. We have a large enclosed garden, and we have two children, aged 9 and 13, who love animals (our daughter wants to be a vet). We would like to find a dog fairly quickly, for Vicky who is looking very depressed. As you will I hope understand, we are a friendly family, and take very good care of our animals. There is almost always somebody at home, as I work from home. I would be very grateful if you could answer our request, and I would like to congratulate you on the good work you do to help animals in distress.*

*Bernadette and Peter Nichols*

The file of dogs for adoption is on the next page.

You are going to write a few lines in an email to answer this request.

**Look at the suggested answers for C2 / 12-1.7**

Here is the file at the rescue centre for today.



**Freddie:** young male, 1½ years old, very playful, intelligent, likes being part of things, loves long walks, enjoys company of other animals, dogs or cats.

**Katie:** beautiful 5-year-old bitch, was maltreated by former owners. She is a bit wary, but very affectionate and undemanding. Gets on well with other dogs and with cats.

**Choco:** 10-year-old male, has spent 5 years in the rescue centre as nobody seems to notice him ... Yet he is adorable, very willing, in good health. Would be very good for someone lonely, needs lots of love. Very exclusive.

**Dodo:** 8-year-old female, needs company and a garden. Does not like cats. Very good with children.

**Blackie:** 3-year-old male, well-balanced, obedient, can remain alone all day, playful, full of energy for long walks every day if possible. Appreciates company of other animals.

**Kelly:** 7-year-old female, affectionate, does not like being alone, likes other animals and looks after them like a mother! In her youth, she fed a litter of kittens. Former owner died.

**Minnie:** 4-year-old bitch, independent, unfortunate tendency to run away. Needs space. Does not like cats.

**Samson:** playful, fun-loving 3-year-old male. Likes company of other dogs, but not cats.

**Maya:** beautiful 11-year-old bitch, in good health, quiet. Good guard dog. Likes company, children and other animals. Obedient, can remain alone during the day, but not too often. Has been at the centre for 3 years because of her age, would love to find a good family, if possible with children.

**Juno:** gentle 9-year-old female, a little wary, likes quiet and routine. Very affectionate, good guard dog.

**Jack:** 5-year-old male, victim of maltreatment. When given confidence, he becomes very affectionate.

**Alex:** dominant male who often attacks other males when out on walks. Needs strict discipline. His future owners should really understand how dogs behave if they want to adopt him. Excellent guard dog.

**Belle:** lovely 10-year-old female, very cuddly and calm. Likes children and other animals. Does not appreciate being alone for any length of time. Very slight limp in one hind leg due to being hit by a car.

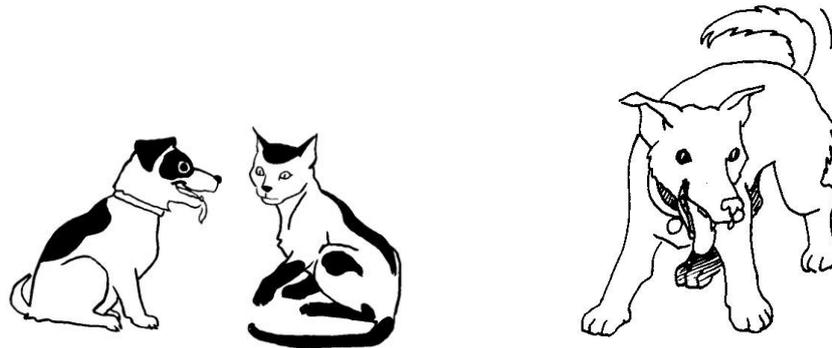
**Ruby:** beautiful 3-year-old bitch, very good company, playful and good-natured, loves children and other animals (raised with cats, rabbits and birds, etc.). Full of life and energy. Needs large garden.

**Tramp:** 8-year-old dog who had wandered around for several months before being brought to the centre. Resourceful and very intelligent, independent, but protective towards children and other animals.

**Badger:** a dog with a sense of humour! Always willing, happy and playful. 3 years old. Not always obedient. Likes dogs but not cats.

**Lana:** adorable one-year-old bitch, can live in a flat. Likes company of other animals, including cats (she even sleeps with them!)

**Toby:** 6 year-old Poodle cross, very active, would suit a sports lover. Would enjoy running behind his master's bike. Needs frequent walks. Sometimes aggressive with other dogs. Loves his food!



You do some volunteer work at an animal refuge during your free time. You regularly receive requests, sometimes very precise ones, for dogs. When you receive a request, you consult the file of dogs for adoption to advise the person on one or two dogs, depending on the situation, and you invite them to come and meet the animals. In some cases, it can happen that there are no dogs available for adoption when a request is received.

You have just received an email from someone wanting to adopt a dog.

*We have just lost our old cocker of 17 and our young dog, Vicky, a Labrador cross, who is a year old and whom we found abandoned on the motorway, now feels very lonely without her companion. We are therefore looking for a dog (male or female) that likes the company of other dogs and especially cats, as we also have an old cat from the RSPCA, who is very quiet and sociable. We have a large enclosed garden, and we have two children, aged 9 and 13, who love animals (our daughter wants to be a vet). We would like to find a dog fairly quickly, for Vicky who is looking very depressed. As you will I hope understand, we are a friendly family, and take very good care of our animals. There is almost always somebody at home, as I work from home. I would be very grateful if you could answer our request, and I would like to congratulate you on the good work you do to help animals in distress.*

*Bernadette and Peter Nichols*

The file of dogs for adoption is on the next page.

You are going to write a few lines in an email to answer this request.

After consulting the files of dogs currently available for adoption, I have found about ten dogs or bitches that might be suitable for you. They all get on well with other dogs and cats. Some of them are fairly old, others still very young. And then of course, it's a question of feeling on both sides! If you can come and see them, I'm sure you will find the right companion for Vicky and your elderly cat. Visiting times are Saturdays and Sundays from 10a.m. to 6p.m.

Thank you for calling on us!

Alex is looking for a job. He has an NVQ in waiter service and has worked for 3 years in a pizzeria. He would prefer not to work late at night to be with his girlfriend. He would like to earn a minimum basic salary of 1000 € plus tips. He asks you to look at the advertisements with him to help him choose the right ones. Here are the advertisements:

1. **Station Restaurant.** Waiter/waitress wanted 11a.m.-8p.m. except Sundays. Basic salary: 800 €. Urgent.
2. **The Terrace Restaurant.** Waiter/waitress wanted. 11a.m-3p.m. et 6-10p.m. except Tuesday evening and Wednesday lunchtime. Basic salary: 1200 €.
3. **The Good Food Corner Café-restaurant.** Waiter/waitress wanted. 7a.m.-4p.m.. Closed Sundays. Basic salary: 950 €.
4. **Café Chez Dennis.** Waiter/waitress wanted. 10a.m.-7p.m. Closed Mondays. Basic rate: 1000 €.
5. **Restaurant Simon.** Perfectly trained waiter/waitress wanted, part time. 11a.m-3p.m. except Sunday evenings and Mondays. Basic salary: 800 €. Good tips. Experience required. Extra for weddings, communions, birthdays and other celebrations, on Sunday evenings, well paid, about once a month.

**Tell your friend which advertisements you would choose according to his wishes.**

**Look at the suggested answers for C2 / 12-1.8**

Alex is looking for a job. He has an NVQ in waiter service and has worked for 3 years in a pizzeria. He would prefer not to work late at night to be with his girlfriend. He would like to earn a minimum basic salary of 1000 € plus tips. He asks you to look at the advertisements with him to help him choose the right ones. Here are the advertisements:

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3. The Good Food Corner Café-restaurant. Waiter/waitress wanted. 7a.m.-4p.m.. Closed Sundays. Basic salary: 950 €.
4. Café Chez Dennis. Waiter/waitress wanted. 10a.m.-7p.m.. Closed Mondays. Basic rate: 1000 €.
5. Simon's Restaurant. Perfectly trained waiter/waitress wanted, part time. 11a.m-3p.m. except Sunday evenings and Mondays. Basic salary: 800 €. Good tips. Experience required. Extras for weddings, communions, birthdays and other celebrations, on Sunday evenings, well paid, about once a month.

**Tell your friend which advertisements you would choose according to his wishes.**

*Poor Alex, none of the ads are really perfect for you! But, if we take a closer look, the waiter job at the Good Food Corner café-restaurant is not too bad for you. It leaves your evenings free, quite early even, and Sundays, so you can spend time with your girlfriend. Of course, the basic salary is a bit lower than what you wanted, but perhaps you can make a few concessions... and if you work well, the tips could probably compensate. Otherwise, Chez Dennis seems quite good: the basic salary corresponds to the minimum amount that you wanted and you are free from 7p.m. On the other hand, you would have to work on Sundays ... Simon's Restaurant has the advantage of being part time (which would allow you to do something else) and it's a good salary for a part-time job, with "extras" and good tips, which would probably bring you up to the salary you are looking for in a full-time job. But you'd have to work Sunday lunchtimes. And also, you are not guaranteed the job, as they want "perfectly trained" staff, and your experience in the pizzeria doesn't really correspond to that description.*