

<i>900 exercises in vocational communication</i>	Notes for teachers	C2 / 13
<i>General aim</i>	C: UNDERSTAND A MESSAGE	
<i>Level of difficulty</i>	2	
<i>Intermediate aim</i>	1: ANALYSE A MESSAGE	
<i>Operational aim</i>	3: ORDER OR CLASSIFY THE ELEMENTS IN A MESSAGE.	
<i>Pre-requirements</i>	Ability to put into alphabetical order: if not, see module B2/11 in the same tool (“900 exercises in vocational communication”)	
<i>Number of exercises</i>	9	
<i>Summing-up exercise</i>	C2/13-1.10	
<i>Comments</i>		

The world's tallest man

The tallest man in the world, scientifically proved, was the American Robert Wadlow (1918-1940), born in Alton, Illinois, USA. He was 272 centimetres tall.

This short article, from the Guinness book of records, contains at least 9 elements of information.

- 1 – The title introduces the subject. It answers the question:
What is it about?
- 2 - "scientifically proved"
proves that the information is true. The
sentence answers the question: is it true?

Then follows information about the identity of the world's tallest man.
They answer the question: Who?

- 3 - His nationality: American
- 4 - His name : Robert Wadlow
- 5 - The dates of his birth and death, 1918 - 1940,
which answer the question: When?

- 6 - The town where he was born: Alton
 - 7 - The state where the town is: Illinois
 - 8.- The country where the state is: USA
- } answer the question Where?

9 - Finally the height, 272 centimetres, which is the most important information, since the subject of the text is "the world's tallest man".

GO TO THE NEXT PAGE

Here is the timetable of a writer on holiday, followed by a page from a diary.

When I'm on holiday, I get up at about 8am. I have breakfast, then I cut up some bread for the birds in the garden. I take my time, and sit on the bench by my roses, then I listen to the news on the radio while I get dressed. I go down to the village to buy my newspaper, do a bit of shopping for lunch, and chat to the shopkeepers. When I get back, I see my partner having her coffee in the garden. We chat together for a while over a second cup of coffee. I potter a bit in the garden. We make a mixed salad for lunch. Then I take an afternoon nap. I have tea and work on the house a little, while Susan does a bit of painting. Later on, at around 5 pm, when it's cooler, we go and play tennis for an hour or so, then go home and order a pizza for dinner. While waiting for it to be delivered, I water the garden. After dinner, I settle down to my writing, even on holiday... an hour or two, sometimes more. I rarely go to bed before midnight.

You are going to fill in the page from this diary, writing what the writer does on holiday at the approximate time of each one.

8 am	
9 am	
10 am	
11 am	
12 am	
1 pm	
2 pm	
3 pm	
4 pm	
5 pm	
6 pm	
7 pm	
8 pm	
9 pm	
10 pm	
11 pm	
12 pm	

LOOK AT THE SUGGESTED ANSWERS FOR C2/21-1.2

Here is the timetable of a writer on holiday, followed by a page from a diary.

When I'm on holiday, I get up at about 8am. I have breakfast, then I cut up some bread for the birds in the garden. I take my time, and sit on the bench by my roses, then I listen to the news on the radio while I get dressed. I go down to the village to buy my newspaper, do a bit of shopping for lunch, and chat to the shopkeepers. When I get back, I see my partner having her coffee in the garden. We chat together for a while over a second cup of coffee. I potter a bit in the garden. We make a mixed salad for lunch. Then I take an afternoon nap. I have tea and work on the house a little, while Susan does a bit of painting. Later on, at around 5 pm, when it's cooler, we go and play tennis for an hour or so, then go home and order a pizza for dinner. While waiting for it to be delivered, I water the garden. After dinner, I settle down to my writing, even on holiday... an hour or two, sometimes more. I rarely go to bed before midnight.

You are going to fill in the page from this diary, writing what the writer does on holiday at the approximate time of each one.

8 am	<i>Get up, breakfast, feed the birds</i>
9 am	<i>Get dressed listening to the news on the radio</i>
10 am	<i>Shopping in the village then coffee and a chat with Susan</i>
11 am	<i>Gardening</i>
12 am	<i>Make and eat salad for lunch</i>
1 pm	<i>Afternoon nap</i>
2 pm	
3 pm	<i>Tea and work on house while Susan paints</i>
4 pm	
5 pm	
6 pm	<i>Tennis</i>
7 pm	<i>Back home, order a pizza and water the garden</i>
8 pm	<i>Dinner</i>
9 pm	<i>Writing</i>
10 pm	<i>Writing</i>
11 pm	<i>(Writing)</i>
12 pm	<i>Bed</i>

Raymond Pin is a man who lived alone, for 25 years, in a forest. When he was found, in 1990, he was 62.

Read this text about part of his life.

Small and stocky, wearing a cap and a beard, Pin is a shy man. At 62, he has lived most of his life alone. Orphaned at the age of 4, he was in state care until the age of 13, when he left to work on a farm in Savoy and then, builder and finally stone mason in the east of France. At 24, when he would have liked to be a schoolteacher, he signed up for the war in Indo-China. He came back suffering from tuberculosis, and disgusted with the army. He then went into a convalescent home and began a long descent into solitude. In the 60s, his disablement pension gradually stopped, for obscure reasons. Pin was allowed to move into a disused house in Nemours. But soon the district was modernised and, in 1968, Pin had to leave his makeshift accommodation. But where could he go? The mayor of Nemours, Etienne Dailly – who has since become the first vice-president of the French Senate – had it all planned: Pin's few belongings were loaded on to a skip and taken, with their owner... into the middle of the Nemours forest! "You can manage on your own now, and I don't ever want to see you in Nemours again", is what the mayor is thought to have said.

From an article in a French magazine

Using the text to help you, complete the following chart:

Dates and ages	Events in the life of Raymond Pin
- 1925	Birth of Raymond Pin
- At the age of 4	Orphan State care
- At the age of 13	-
-	Wanted to be a school teacher -
- 1960	- His disablement pension gradually stopped coming -
-	-

Look at the answers for C2 / 13-1.3

Raymond Pin is a man who lived alone, for 25 years, in a forest. When he was found, in 1990, he was 62.

Read this text about part of his life.

Small and stocky, wearing a cap and a beard, Pin is a shy man. At 62, he has lived most of his life alone. Orphaned at the age of 4, he was in state care until the age of 13, when he left to work on a farm in Savoy and then, builder and finally stone mason in the east of France. At 24, when he would have liked to be a schoolteacher, he signed up for the war in Indo-China. He came back suffering from tuberculosis, and disgusted with the army. He then went into a convalescent home and began a long descent into solitude. In the 60s, his disablement pension gradually stopped, for obscure reasons. Pin was allowed to move into a disused house in Nemours. But soon the district was modernised and, in 1968, Pin had to leave his makeshift accommodation. But where could he go? The mayor of Nemours, Etienne Dailly – who has since become the first vice-president of the French Senate – had it all planned: Pin's few belongings were loaded on to a skip and taken, with their owner... into the middle of the Nemours forest! "You can manage on your own now, and I don't ever want to see you in Nemours again", is what the mayor is thought to have said.

From an article in a French magazine

Using the text to help you, complete the following chart:

Dates and ages	Events in the life of Raymond Pin
- 1925	- Birth of Raymond Pin
- Aged 4	- Orphaned - State care
- Aged 13	- Left state care - Worked on a farm in Savoy - Builder - Stone mason in the east of France
- Aged 24	- Wanted to be a school teacher - Signs up for Indo-China - Comes back with tuberculosis - Disgusted by the army - Goes into a convalescent home - Descent into solitude
- 1960	- His disablement pension gradually stopped coming - Moves into a disused house in Nemours
- 1968	- Has to leave his house - Is sent into the forest by the mayor of Nemours

All this week you have noted down all the shopping you have to do on Saturday.
Here is your list:

<i>frozen spinach</i>	<i>butter</i>
<i>6 teaspoons</i>	<i>eggs</i>
<i>yoghurts</i>	<i>cheese</i>
<i>washing-up liquid</i>	<i>milk</i>
<i>carrots</i>	<i>shoe polish</i>
<i>potatoes</i>	<i>tomatoes</i>
<i>a microwave dish</i>	<i>one large ring-binder</i>
<i>ballpoint pens</i>	<i>dog shampoo</i>
<i>leeks</i>	<i>lettuce</i>
<i>large envelopes</i>	<i>2 pairs of socks</i>
<i>vanilla ice-cream</i>	<i>frozen fish</i>
<i>1 pair of pyjamas</i>	<i>dog biscuits</i>
<i>1 breakfast mug</i>	<i>detergent</i>
<i>toilet paper</i>	<i>loose-leaf paper</i>
<i>2 glasses</i>	<i>a glass salad bowl</i>

To save time in the supermarket, you are going to copy out your list, grouping together the things you have to buy according to the layout of the shop. So you will buy all the items in one department at the same time.

Look at the suggested answers for C2 / 13-1.4

All this week you have noted down all the shopping you have to do on Saturday.
Here is your list:

<i>frozen spinach</i>	<i>butter</i>
<i>6 teaspoons</i>	<i>eggs</i>
<i>yoghurts</i>	<i>cheese</i>
<i>washing-up liquid</i>	<i>milk</i>
<i>carrots</i>	<i>shoe polish</i>
<i>potatoes</i>	<i>tomatoes</i>
<i>a microwave dish</i>	<i>one large ring-binder</i>
<i>ballpoint pens</i>	<i>dog shampoo</i>
<i>leeks</i>	<i>lettuce</i>
<i>large envelopes</i>	<i>2 pairs of socks</i>
<i>vanilla ice-cream</i>	<i>frozen fish</i>
<i>1 pair of pyjamas</i>	<i>dog biscuits</i>
<i>1 breakfast mug</i>	<i>detergent</i>
<i>toilet paper</i>	<i>loose-leaf paper</i>
<i>2 glasses</i>	<i>a glass salad bowl</i>

To save time in the supermarket, you are going to copy out your list, grouping together the things you have to buy according to the layout of the shop. So you will buy all the items in one department at the same time.

<i>1 pair of pyjamas</i> <i>2 pairs of socks</i>	<i>ballpoint pens</i> <i>large envelopes</i> <i>large ring-binder</i> <i>loose-leaf paper</i>	<i>washing-up liquid</i> <i>toilet paper</i> <i>shoe polish</i> <i>detergent</i>	<i>6 teaspoons</i> <i>a microwave dish</i> <i>1 breakfast mug</i> <i>2 glasses</i> <i>a glass salad bowl</i>	<i>dog shampoo</i> <i>dog biscuits</i> <i>carrots</i> <i>potatoes</i> <i>leeks</i> <i>tomatoes</i> <i>lettuce</i> <i>yoghurts</i> <i>butter</i> <i>eggs</i> <i>cheese</i> <i>milk</i> <i>frozen spinach</i> <i>vanilla ice-cream</i> <i>frozen fish</i>
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These answers have also grouped foodstuffs so that the refrigerated and frozen foods are bought last.

You are having friends round for dinner this evening and you have noted down on a piece of paper everything you have to do when you get home, so that you do not forget anything.

- Buy fruit and salad vegetables
- Wash the lettuce and make the dressing
- Make fruit salad and put it in fridge
- Lay the table
- Take ice-cubes out of freezer
- Phone pizzeria to have pizzas delivered
- Shower and change

You leave work at 6pm. You live 5 minutes away, and the grocer is just round the corner from your flat. Your guests are arriving at 7pm. Time is short and there's a lot to do! Note down what you have to do in the most logical order for you, with the approximate time of each action.

6.00pm	Leave work
6.10	

Look at the suggested answers for C2 / 13-1.5

You are having friends round for dinner this evening and you have noted down on a piece of paper everything you have to do when you get home, so that you do not forget anything.

- Buy fruit and salad vegetables
- Wash the lettuce and make the dressing
- Make fruit salad and put it in fridge
- Lay the table
- Take ice-cubes out of freezer
- Phone pizzeria to have pizzas delivered
- Shower and change

You leave work at 6pm. You live 5 minutes away, and the grocer is just round the corner from your flat. Your guests are arriving at 7pm. Time is short and there's a lot to do! Note down what you have to do in the most logical order for you, with the approximate time of each action.

6.00 pm	Leave work
6.10	Buy fruit and salad vegetables
6.15	Wash the lettuce and make the dressing
6.25	Make fruit salad and put it in fridge
6.40	Shower
6.45	Change
6.50	Phone pizzeria to have pizzas delivered
6.55	Lay the table
7.00	Take ice-cubes out of freezer The guests are here!

Comments: It would of course also be possible to shower before making the salad and dessert (but you might spill something on your clothes...). You could also phone the pizzeria earlier, but the pizzas might arrive before the guests. Laying the table can be done any time, but the ice-cubes have to be taken out at the last minute so that they do not melt before the arrival of the guests! Moreover, the last two tasks could also be done by a guest, if you feel sufficiently comfortable asking him/her.

Your little brother has written down a recipe that his aunt gave him over the telephone, but he has got the steps all mixed up... You want to make this recipe, that he loves, this evening, but the paper he gives you is not very easy to read! Copy out the recipe putting the instructions in the right order.

Put the pasta in the boiling water.

Boil some water without adding any salt (the cheese will add enough salt).

Put the saucepan with the blue cheese on a gentle heat until the cheese has completely melted. Take it off the heat immediately so that it does not evaporate. The pasta should be cooked by now.

Put the blue cheese into a large saucepan ~~and~~

When the pasta is cooked the blue cheese has melted and has been taken off the heat strain it through a colander.

Stir the pasta and blue cheese together to blend well. Add a spoonful of cream if desired, and serve immediately because

pasta gets cold very quickly!

Recipe for pasta with blue cheese (from my sister Alice)

-
-
-
-
-
-

Look at the suggested answers for C2 / 13-1.6

Your little brother has written down a recipe that his aunt gave him over the telephone, but he has got the steps all mixed up... You want to make this recipe, that he loves, this evening, but the paper he gives you is not very easy to read! Copy out the recipe putting the instructions in the right order.

Put the pasta in the boiling water.

Boil some water without adding any salt (the cheese will add enough salt).

Put the saucepan with the blue cheese on a gentle heat until the cheese has completely melted. Take it off the heat immediately so that it does not evaporate. The pasta should be cooked by now.

Put the blue cheese into a large saucepan ~~and~~

When the pasta is cooked ~~the blue cheese has melted and has been taken off the heat~~ strain it through a colander.

Stir the pasta and blue cheese together to blend well. Add a spoonful of cream if desired, and serve immediately because

pasta gets cold very quickly!

Recipe for pasta with blue cheese (from my sister Alice)

- Boil some water without adding salt.
- Put the pasta into the boiling water.
- Put the blue cheese into a large saucepan.
- Put the saucepan with the blue cheese on a gentle heat until the cheese is completely melted. Take it off the heat immediately so that the cheese does not evaporate. The pasta will be cooked by now.
- When the pasta is cooked, strain it through a colander.
- Stir the pasta and the cheese together to blend well. Add a spoonful of cream if desired, and serve immediately because pasta gets cold very quickly!

You are in charge of enrolments for a holiday camp. You have a list that you have filled in as and when the enrolments came in. Put this list into alphabetical order to find the names more easily.

Age	Last name	First name	Favourite sports
16	INGRAM	Steve	Football – handball - rambling
14	DYER	Sandrine	Basketball – horse riding – cycling
12	SISSOKO	Leila	Volleyball – gymnastics – roller skating
17	LEONARD	Gerry	Table tennis – tae kwon do – squash
15	DOS SANTOS	Rafael	Football – swimming – skate boarding
13	DAYTON	Sonia	Hockey – fencing – cycling – skiing
16	RAGOUZEOS	Sandra	Football – judo – roller skating
16	ALEMANI	Ricky	Football – horse riding – snowboarding
11	MEYER	Karin	Tennis – cycling – badminton
11	KLEIN	Carole	Basketball – swimming – ice skating
13	BECK	Iain	Tennis – judo – climbing
14	DA SILVA	Alberto	Football – diving – cycling – skate boarding
14	GASPARINI	Fernando	Football – swimming – roller skating
15	LEMMING	Lea	Volleyball – judo – skiing

Age	Last name	First name	Favourite sports

Look at the answers for C2 / 13-1.7

You are in charge of enrolments for a holiday camp. You have a list that you have filled in as and when the enrolments came in. Put this list into alphabetical order to find the names more easily.

Age	Last name	First name	Favourite sports
16	INGRAM	Steve	Football – hand ball - rambling
14	DYER	Sandrine	Basketball – horse riding – cycling
12	SISSOKO	Leila	Volley ball – gymnastics – roller skating
17	LEONARD	Gerry	Table tennis – tae kwon do – squash
15	DOS SANTOS	Rafael	Football – swimming – skate boarding
13	DOWLAND	Sonia	Hockey – fencing – cycling – skiing
16	RAGOUZEOS	Sandra	Football – judo – roller skating
16	ALEMANI	Ricky	Football – horse riding – snowboard
11	MEYER	Karin	Tennis – cycling – badminton
11	KLEIN	Carole	Basketball – swimming – ice skating
13	BECK	Iain	Tennis – judo – climbing
14	DA SILVA	Alberto	Football – diving – cycling – skate boarding
14	GASPARINI	Fernando	Football – swimming – roller skating
15	LEMMING	Lea	Volleyball – judo – skiing

Age	Last name	First name	Favourite sports
16	ALEMANI	Ricky	Football – horse riding – snowboard
13	BECK	Iain	Tennis – judo – climbing
14	DA SILVA	Alberto	Football – diving – cycling – skate boarding
15	DOS SANTOS	Rafael	Football – swimming – skate boarding
13	DOWLAND	Sonia	Hockey – fencing – cycling – skiing
14	DYER	Sandrine	Basketball – horse riding – cycling
14	GASPARINI	Fernando	Football – swimming – roller skating
16	INGRAM	Steve	Football – hand ball - rambling
11	KLEIN	Carole	Basketball – swimming – ice skating
17	LEONARD	Gerry	Table tennis – tae kwon do – squash
15	LEMMING	Lea	Volleyball – judo – skiing
11	MEYER	Karin	Tennis – cycling – badminton
16	RAGOUZEOS	Sandra	Football – judo – roller skating
12	SISSOKO	Leila	Volley ball – gymnastics – roller skating

You are doing a placement in the offices of a newspaper. You have been asked to do some research into the events that took place on July 12 for the newspaper that will be published on that day. During your research, you have taken the following notes:

It happened on July 12th

1. *12 July 2001:* The ex-king of Bulgaria, Simeon II, was appointed Prime Minister of his country after an easy victory in the general election.
2. *12 July 100 BC:* Birth of Julius Caesar, Roman general and Emperor (100-44 BC).
3. *12 July 1930:* Birth of Guy Ligier, the car manufacturer.
4. *12 July 1998:* Three children of a mixed couple die in an arson attack on their house in Ballymoney, a mainly Protestant town to the north-west of Belfast.
5. *12 July 1997:* Pathologists confirm that one of the seven skeletons found at the end of June in a mass grave in the centre of Bolivia was that of Ernesto "Che" Guevara.
6. *12 July 1989:* Luxirol, France: a man shot dead fourteen people in his village before being arrested.
7. *12 July 1987:* Hurricane "Thelma" left 124 dead in South Korea.
8. *12 July 1977:* President Jimmy Carter says he is in favour of the neutron bomb.
9. *12 July 1967:* New incidents occur in Hong Kong, where Chinese demonstrators attack administrative buildings and the police.
10. *12 July 1904:* Birth of the Chilean poet Pablo Neruda.
11. *12 July 1960:* France grants independence to Dahomey, Niger, Haute-Volta, Ivory Coast, Chad, the Central African Republic and the Congo.
12. *12 July 1957:* Prince Karim, aged 20, a student at Harvard, becomes the Aga Khan, the spiritual leader of 20 million Ismaili Muslims, on the death of his grandfather.
13. *12 July 1902:* The Australian parliament grants women the right to vote and draws up immigration laws.
14. *12 July 2000:* Thirty-six African heads of state, meeting at Lomé for the 36th annual summit of the Organisation of African Unity (OAU), unanimously approve the agreement, described as historical, that led to the creation of an African Union.
15. *12 July 1884:* Birth of the Italian painter Amedeo Modigliani (1884-1920).
16. *12 July 1945:* Berlin was divided into 4 zones.

THE EXERCISE CONTINUES ON THE NEXT PAGE

To prepare the article for the newspaper, you are going to make a chart. In each category, you will write the numbers of the events that you have listed (on the previous page). Write the events in chronological order, i.e. from the oldest to the most recent.

Political events	Short news items	Natural catastrophes	Births	Other

Look at the suggested answers for C2 / 13-1.8

To prepare the article for the newspaper, you are going to make a chart. In each category, you will write the numbers of the events that you have listed (on the previous page). Write the events in chronological order, i.e. from the oldest to the most recent.

The numbers written in brackets can be in several categories.

Political events	Short news items	Natural catastrophes	Births	Other
13	6	7	2	(9)
16	4		15	(12)
(12)			10	5
11			3	
(9)				
8				
14				
1				

During the holidays, you are helping your uncle for a few days. He is the president of an Association. This Association creates books and CD-ROMs for children with learning difficulties. It therefore receives various grants.

Your uncle wants to know if the Association can afford to buy a new A3 inkjet printer for 563 €. He gives you the accounts of the Association and reminds you that you must keep a minimum of 4000 € in the bank for security. Write down the accounts so that they can be easily read in the chart (the + is for income and the – is for expenditure) and write an email to your uncle to tell him if he can buy the printer.

Grants	+ 18000
Interest from bank	+ 250
Salaries	- 15450
National Health contributions	- 1945
Income tax	- 1873
Donations and members' fees	+ 3952
Printing and illustration costs	- 9450
Computer hardware and office machines	- 1235
Office supplies	- 872
CD-ROM sales	+ 4250
Book sales	+ 7812
Travel and subsistence allowance	- 905
Miscellaneous	- 187
Previous year's stock	+ 4535
Postage, telephone, fax	- 1832
Documentation	- 423

Income	€	Expenditure	€
Total income		Total expenditure	

e-mail:

Look at the answers for C2 / 13-1.9

During the holidays, you are helping your uncle for a few days. He is the president of an Association. This Association creates books and CD-ROMs for children with learning difficulties. It therefore receives various grants.

Your uncle wants to know if the Association can afford to buy a new A3 inkjet printer for 563 €. He gives you the accounts of the Association and reminds you that you must keep a minimum of 4,000 € in the bank for security. Write down the accounts so that they can be easily read in the chart (the + is for income and the – is for costs) and write an email to your uncle to tell him if he can buy the printer.

Grants	+ 18000
Interest from bank	+ 250
Salaries	- 15450
National Health contributions	- 1945
Income tax	- 1873
Donations and members' fees	+ 3952
Printing and illustration costs	- 9450
Computer hardware and office machines	- 1235
Office supplies	- 872
CD-ROM sales	+ 4250
Book sales	+ 7812
Travel and subsistence allowance	- 905
Miscellaneous	- 187
Previous year's stock	+ 4535
Postage, telephone, fax	- 1832
Documentation	- 423

Income	€	Expenditure	€
Grants	18 000	Salaries	15 450
Donations and members' fees	3 952	National Health contributions	1 945
Book sales	7 812	Income tax	1 873
CD-ROM sales	4 250	Printing and illustration costs	9 450
Interest from bank	250	Computer hardware and office machines	1 235
Previous year's stock	4 535	Office supplies	872
		Travel and subsistence allowance	905
		Miscellaneous	187
		Postage, telephone, fax	1 832
		Documentation	423
Total income	38 799	Total expenditure	34 171

email: Dear Uncle Peter, the Association has 4 628 € in the bank at the moment. If we keep 4,000 € guarantee, we can still afford to buy the printer you want. We would then have 65 € left to spend in the bank. I'll see you tomorrow at the Association office!

Tom

A monthly newspaper which covers your region is being prepared. You have offered your help, along with a number of other volunteers. It has been decided to make up a list of helplines. You have offered to do this column.

First you made a list of services while you were doing your research. Now you have to put these services into some sort of order to be easier for the readers to consult. You've thought of classifying them by subject (health, social, transport, emergency, emotional support, miscellaneous etc.) or just alphabetically. You decide to list the services in both ways and test which one is the more practical.

Ambulances
Fire Brigade
Police
Family abuse centre
Domestic violence helpline
Rape and sexual abuse support centre
Children in danger
Drug addiction counselling
Community alcohol service
Alcoholics Anonymous
Disability information and advice line
Victim support
Association of road accident victims
AIDS support
Red Cross
Disabled living foundation
Community services
Job centre plus
Free-phone numbers
Cancer helpline
Housing advice centre
Mental health centre
Psychological counselling
Eating disorders helpline
Family planning centre
Debt advice centre
Train reservations
National rail enquiries
Airport departures and arrivals
Airline reservations
Care in the home
Business advice centre
S.O.S. Doctor
S.O.S. Solicitor
S.O.S. Vet
Compassionate friends
Relate marriage counselling
Anti-poison centre
Shelter
Child protection helpline
Samaritans

THE EXERCISE CONTINUES ON THE NEXT PAGE

Alphabetical order list

<i>900 exercises in vocational communication</i>	Summing-up exercise (Page3)	C2 / 13 – 1.10
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Classification by subject

Look at the suggested answers for C2 / 13-1.10

Alphabetical order list

AIDS support
Airline reservations
Airport departures and arrivals
Alcoholics Anonymous
Ambulance
Anti-poison centre
Association of road accident victims
Business advice centre
Cancer helpline
Care in the home
Child protection helpline
Children in danger
Community alcohol service
Community services
Compassionate friends
Debt advice centre
Disabled living foundation
Disability Information and Advice Line
Domestic violence helpline
Eating disorders helpline
Family abuse advice centre
Family planning centre
Fire brigade
Free phone services
Housing advice centre
Job centre plus
Mental Health centre
National Rail Enquiries
Police
Psychological counselling
Rape and sexual abuse centre
Red Cross
Relate marriage counselling
Samaritans
Shelter
S.O.S. Doctor
S.O.S. Solicitor
S.O.S. Vet
Train reservations
Victim Support

Classification by subject

(Other classifications are possible; you could put the same service under several headings.)

Emergency

Ambulances
Anti-poison centre
Fire brigade
Police
Red Cross
Samaritans
Shelter
S.O.S. Doctor
S.O.S. Vet

Helplines

AIDS support
Alcoholics anonymous
Association of road accident victims
Cancer helpline
Child protection helpline
Children in danger
Community alcohol service
Compassionate friends
Debt advice centre
Disabled living foundation
Disability Information and Advice Line
Domestic violence helpline
Drug addiction counselling
Eating disorder helpline
Family abuse centre
Family planning centre
Mental health centre
Psychological counselling
Rape and sexual abuse centre
Relate marriage counselling
Victim Support

Social

Care in the home
Community Services
Housing advice centre
Job Centre plus

Transport

Airline reservations
Airport departures and arrivals
National Rail Enquiries
Train reservations

Miscellaneous

Business advice centre
Free phone services