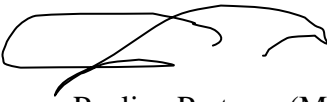


<i>900 exercises in vocational communication</i>	<b>Notes for teachers</b>	<b>C2 / 21</b>
<i>General aim</i>	<b>C: UNDERSTAND A MESSAGE</b>	
<i>Level of difficulty</i>	<b>2</b>	
<i>Intermediate aim</i>	<b>2: APPRAISE A MESSAGE</b>	
<i>Operational aim</i>	<b>1: ANSWER QUESTIONS ABOUT A MESSAGE (OPEN QUESTIONS)</b>	
<i>Pre-requirements</i>		
<i>Number of exercises</i>	<b>6</b>	
<i>Summing-up exercise</i>	<b>C3/21-1.7</b>	
<i>Comments</i>		

You and I work in the complaints department of a large mail order company. For each letter received, we have to fill in a form for the company's statistics. Here is a letter that we received today and that we have to deal with:

<p>The Garden Store 603 Hollingwood Estate Berkley</p>	<p>25 Manor Road, Millingsford, Berks</p>
	<p>Customer service department</p>
<p>Dear Sir,</p> <p>I regret to inform you that I have still not received the two articles that I ordered from you on February 10<sup>th</sup> 2007:</p> <ul style="list-style-type: none"><li>- one garden chair with adjustable back, white, reference no. in your catalogue: 327 7529;</li><li>- one garden trolley, white, reference no. in your catalogue: 455 6207.</li></ul> <p>This delay is all the more unacceptable in that my account has already been debited with the amount corresponding to this purchase!</p> <p>I would be grateful if you would send me the articles as soon as possible.</p> <p>Yours faithfully,</p> <div style="text-align: right;"> Pauline Pertwee (Mrs)</div>	

Now let's fill in the form so that we can file the letter.

**1. Name of sender:**

Mrs Pauline Pertwee

**2. When was the letter sent?**

22<sup>nd</sup> March 2007

**3. To whom or to what department was it sent?**

Customer service department

**4. What are the reasons for the complaint?**

2 articles have not been received even though they have been paid for.

**5 – What articles are concerned? (description and reference)**

- one garden chair, adjustable back, white, ref. 327 7529
- one garden trolley, white, ref. 455 6207

**GO TO THE NEXT PAGE**

Here is an article from a mail order catalogue.  
Read it and then answer the questions.

**EFFISPORT articulated gym ab board**

This abdominal board is perfect for keeping fit and exercising the abdominal muscles, as well as arm and leg muscles. Extra-wide board, foam padded with vinyl cover (washable). Sturdy steel tube frame. Adjustable rollers with foam padding for foot and ankle support. 5 different inclinations, plus 5 inclinations for the headrest, folds flat. 152 x 37 x 70 cm. 1-year guarantee.

Ref. 573.0953

69.99 €

- 1) What is this board for?
  
  
  
  
  
  
  
  
  
  
- 2) Note down the elements that show it is articulated.
  
  
  
  
  
  
  
  
  
  
- 3) Note down the elements that show it is comfortable.
  
  
  
  
  
  
  
  
  
  
- 4) What are its other qualities?
  
  
  
  
  
  
  
  
  
  
- 5) What other information is given in the article?

LOOK AT THE SUGGESTED ANSWERS FOR C2/21-12

Here is an article from a mail order catalogue.  
Read it and then answer the questions.

**EFFISPORT articulated gym ab board**

This abdominal board is perfect for keeping fit and exercising the abdominal muscles, as well as arm and leg muscles. Extra-wide board, foam padded with vinyl cover (washable). Sturdy steel tube frame. Adjustable rollers with foam padding for foot and ankle support. 5 different inclinations, plus 5 inclinations for the headrest, folds flat. 152 x 37 x 70 cm. 1-year guarantee.

Ref. 573.0953

69.99 €

1) What is this board for?

It is used for keeping fit and maintaining and exercising the abdominals and the leg and arm muscles.

2) Note down the elements that show it is articulated.

The board can be inclined in 5 positions, and the headrest also has 5 positions.

3) Note down the elements that show it is comfortable.

Extra-wide board, foam padding, adjustable foam padded rollers to support the feet and the ankles.

4) What are its other qualities?

Easy maintenance (it is covered in washable vinyl), sturdy (steel tube frame), it folds flat and it has a one-year guarantee.

5) What other information is given in the article?

The size, the catalogue reference and the price.

**Your cousin is looking for a job. He has no specific training. He likes driving, goes weight-training regularly in a club and is naturally sociable. He knows the town well, as he often drives around on a motorbike. You are helping him to do an Internet search on job profiles for drivers. Your search has given this information:**

### **Driver/warehouseman**

#### **Job profile:**

Driving a light commercial vehicle (van, motorbike), for delivery of products (meals, foodstuffs...) or picking up general merchandise over short distances. Takes charge of loading and unloading.

\* Can also ensure general maintenance of the vehicle, organise picking up or delivery journeys, take charge of payments or orders.

#### **General working conditions:**

This activity usually requires a good sense of contact with customers (food delivery, courier services, etc.). It involves sitting for long periods, heavy work outside the vehicle loading and unloading various weights, depending on the type of merchandise transported. The working hours are usually irregular; depending on the type of activity, they can be unsociable (early mornings, late evenings...) or variable.

\* The job can also require adhering to hygiene and safety regulations (handling of perishable goods, transport of toxic products, etc.) and sometimes a particular uniform.

#### **Training and experience:**

This job requires no particular qualifications, but does require a driving licence corresponding to the type of vehicle driven. A good knowledge of the geography of the area is useful. Drivers must also be polite and tolerant towards other road users.

\* Some types of transport can require particular skills, depending on the nature of goods transported (dangerous products, money, etc.).

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

**You read the job profile with your cousin and you ask him what he thinks of it.**

**He finds 3 disadvantages. You ask him what they are.  
What do you think he answers, according to the job profile?**

**You answer that this job also has a lot of advantages for him.  
What advantages could you give him?**

**Look at the suggested answers for C2 / 21-1.3**

**You read the job profile with your cousin and you ask him what he thinks of it.**

**He finds 3 disadvantages. You ask him what they are.  
What do you think he answers, according to the job profile?**

- *It's tiring: you sometimes have to carry really heavy loads.*
- *The working hours are irregular*
- *You stay sitting for hours at the wheel of your vehicle.*
- *If you have to transport money, it could be dangerous.*
- *I might even have to transport dangerous products.*

**You answer that this job also has a lot of advantages for him.  
What advantages could you give him?**

- *You like driving.*
- *You do weight training, so you are pretty strong. If you transport heavy loads, it wouldn't be too hard for you and you would even have free practice for your weight training!*
- *You know the town well, so you wouldn't need to use a map very much.*
- *You are sociable, and like being with people.*
- *This job does not require any specific training.*



You read this article in a newspaper:

**ASTRONOMY**

**Discovery of a “tenth” planet**

An American astronomer claims to have made an extraordinary discovery: the tenth planet of our solar system! It is about 15 billion kilometres from the Earth. For the moment, it has been called 2003-UB313. Like the planet Pluto, it is probably made up of rocks and ice. Might there be life on it? That is highly improbable...

You are on the phone to your sister. As she's very interested in astronomy, you tell her about this article. Here is your conversation. You answer her questions from the article you have read.

*You: Hey, here's something that might interest you! I've just read that they've discovered another planet in our solar system!*

*Your sister: What? That's incredible! Who discovered it?*

*You:*

*Your sister: And is it far from Earth?*

*You:*

*Your sister: Did they give it a name, like the Roman gods that they gave to the other planets?*

*You:*

*Your sister: And it looks like Earth? It can't be, it's so far away!*

*You:*

*Your sister: So there's no life on it, then...*

*You:*

**Look at the suggested answers for C2 / 21-1.4**

You read this article in a newspaper:

ASTRONOMY

Discovery of a “tenth” planet

An American astronomer claims to have made an extraordinary discovery: the tenth planet of our solar system! It is about 15 billion kilometres from the Earth. For the moment, it has been called 2003-UB313. Like the planet Pluto, it is probably made up of rocks and ice. Might there be life on it? That is highly improbable...

You are on the phone to your sister. As she's very interested in astronomy, you tell her about this article. Here is your conversation. You answer her questions from the article you have read.

*You: Hey, here's something that might interest you! I've just read that they've discovered another planet in our solar system!*

*Your sister: What? That's incredible! Who discovered it?*

*You: An American astronomer. They didn't give his name.*

*Your sister: And is it far from Earth?*

*You: I don't know enough about it to say if it's far or not. The article says it's about 15 billion kilometres from Earth...*

*Your sister: Did they give it a name, like the Roman gods that they gave to the other planets?*

*You: For the moment, it's called – wait a minute, I'm looking at the article – yes: 2003-UB313.*

*Your sister: And it looks like Earth? It can't be, it's so far away!*

*You: Well, no, apparently. It's made up of rock and ice...*

*Your sister: So there's no life on it, then ...*

*You: According to the article, probably not.*

**You have your first aid certificate and you have written this information  
in a magazine distributed free in your town:**

## Le 112

To call the emergency services, you must dial 112. Calls to this emergency number are free, and the number is the same in the whole of Europe. It can be reached from any telephone, landline or mobile. It puts you in contact with either the fire brigade or the ambulance service.

### How to give the alarm

When you are put in touch with an operator on 112, you must give the following information:

- The number of the phone you are calling from (in case it is necessary to call you back)
- The precise location of the accident (town, street, number, near...)
- The nature of the accident and if necessary the risks involved
- The number of people involved
- The apparent condition of the victims
- Any first aid that has been given

Gina, a friend of yours who is a primary school teacher, asks you to come into her classroom to talk to the pupils. She will ask you a few questions and you will answer them in front of the pupils. Then the pupils can ask questions.

You will find this interview on the next page. Write down what you will answer.

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

**Gina:** Anyone can find himself at the scene of an accident, any accident.

What do we have to do if it happens to us? If you can't do anything yourself, or if other people are dealing with it, you can call the emergency services. So, Fred, what phone number do we dial?

**You:**

**Gina:** Can you phone from a mobile?

**You:**

**Gina:** What is the first information we have to give?

**You:**

**Gina:** What do we have to say about the scene of the accident?

**You:**

**Gina:** What other information do we have to give?

**You:**

**Gina:** Now the pupils can ask questions. Yes, Chloe?

**Chloe:** Who answers the phone when you dial 112?

**You:**

**Julian:** Why do you have to give your phone number first? Is it that important?

**You:**

**Carol:** If you are in Italy, for example, do you dial 112 there too?

**You:**

**Gina:** Any more questions? Well, thanks very much Fred. Next time, we'll do a short demonstration of first aid that you can give to accident victims.

**Look at the suggested answers for C2 / 21-1.5**

**Gina:** Anyone can find himself at the scene of an accident, any accident.

What do we have to do if it happens to us? If you can't do anything yourself, or if other people are dealing with it, you can call the emergency services. So, Fred, what phone number do we dial?

**You:** 112.

**Gina:** Can you phone from a mobile?

**You:** Yes, you can call from any phone, and calls are free.

**Gina:** What is the first information we have to give?

**You:** The number of the phone you are calling from.

**Gina:** What do we have to say about the scene of the accident?

**You:** The exact location: the street, the number, if it's near something in particular.

**Gina:** What other information do we have to give?

**You:** The nature of the accident and any risks that might be present, the number of people involved, the apparent condition of the victims, any first aid that may have been given.

**Gina:** Now the pupils can ask questions. Yes, Chloe?

**Chloe:** Who answers the phone when you dial 112?

**You:** The fire brigade or an ambulance.

**Julian:** Why do you have to give your phone number first? Is it that important?

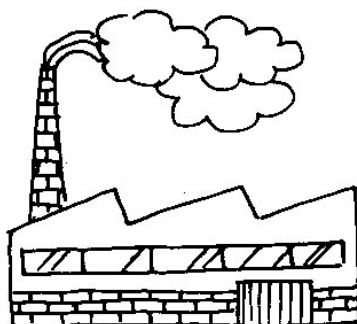
**You:** Yes, because they might need to phone you back, for example if they can't find the exact location of the accident or if you gave the wrong address in a panic!

**Carol:** If you are in Italy, for example, do you dial 112 there too?

**You:** Yes, the number is the same all over Europe.

**Gina:** Any more questions? Well, thanks very much Fred. Next time, we'll do a short demonstration of first aid that you can give to accident victims.

You have just read the following article in the magazine « Belle Santé », N°77.



## **Studies, figures and facts**

### **Pollution reduces life expectancy**

Each year, air pollution brings 310,000 Europeans to an early death, including 36,868 French people and 10,669 Belgians. On average, air pollution reduces the life expectancy of Europeans by 9.6 months. The worst affected countries are those in Eastern Europe, the north of Italy, and Benelux (Belgium, Holland and Luxembourg). In France, life expectancy is reduced by 9.3 months, and in Belgium, by 15.4 months. Finland, Sweden and Ireland seem to be spared.

You were quite impressed by this article, and you speak about it to Gilles, a Belgian friend of yours. You will find the conversation on the next page. Write down what you say in answer. A piece of advice: read all the questions first before beginning to write.

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

**You:** I've just read a rather frightening article on pollution...

**Francis:** Oh yes? What sort of pollution? Water, air, ground?

**You:** Air.

**Francis:** In Europe or in the world?

**You:** In Europe.

**Francis:** And what's it doing in Europe, this pollution?

**You:**

**Francis:** Are some countries more badly affected than others?

**You:**

**Francis:** Which ones?

**You:**

**Francis:** And do we have the figures for Belgium?

**You:**

**Francis:** Are some countries less badly affected?

**You:**

**Francis:** Well, maybe we should study them to find out how they do it!

**Look at the suggested answers for C2 / 21-1.6**

**You:** I've just read a rather frightening article on pollution...

**Francis:** Oh yes? What sort of pollution? Water, air, ground?

**You:** Air.

**Francis:** In Europe or in the world?

**You:** In Europe.

**Francis:** And what's it doing in Europe, this pollution?

**You:** Well, basically it reduces the life expectancy of the inhabitants.

**Francis:** Are some countries more badly affected than others?

**You:** Yes!

**Francis:** Which ones?

**You:** The countries in Eastern Europe, the north of Italy and Belgium, Holland and Luxembourg.

**Francis:** And do we have the figures for Belgium?

**You:** Yes, in Belgium, life expectancy is reduced by 15.4 months on average.

**Francis:** Are some countries less badly affected?

**You:** Yes, Finland, Sweden and Ireland.

**Francis:** Well, maybe we should study them to find out how they do it!



**In a magazine about cancer, you find the following account:**

*Susan, from Exeter*

*I would like to tell you about my sister Isabelle. Had been unemployed for over two years when her bad luck continued. After a medical check-up, she found out that she had cancer. So the treatment began, long and difficult to bear. At that time, Isabelle was very depressed. Especially as she found out the following year that she had a relapse. More treatments, more depression, until the day she came across a book that worked miracles for her.*

*It was an original method for learning to draw. Step by step, Isabelle began to follow the lessons in the book. Very soon she managed some really good drawings with a pencil! When she drew, Isabelle forgot her problems; her fear disappeared. She looked at the model, picture, photo or object, and she concentrated on the lines, the shading, the proportions, etc.*

*After four months, she went on to colours. She managed to draw some really good portraits of people and animals. She exhibited them in a friend's bookshop and started to receive commissions! She does paintings from photos of people or animals that people send her. She has even created her own website.*

*So in fact, it was thanks to her illness that Isabelle found work. And it's work that she really, really enjoys!*

**Your cousin Patrick is very good at drawing. But at the moment, he doesn't draw much. He is very depressed and discouraged, as he can't find a job.**

**You are travelling with him and you have the opportunity to talk to him. You want to encourage him to draw and you are going to tell him about the account you have just read.**

**You will see the conversation on the next page. A piece of advice: read the whole text before starting to fill in the answers.**

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

**You:** Hey Patrick, I know you haven't found a job yet... I know it takes up a lot of your time, but you still have some free time. How about if you started drawing again, or maybe even painting?

**Patrick:** Oh no, I can't be bothered. I'm depressed. I don't feel like doing anything...

**You:** I've just read something that might help you...

**Patrick:** Oh yes? What's that?

**You:** It's about this woman, Isabelle,.....

**Patrick:** Really... what was wrong with her?

**You:**

**Patrick:** So, what did she do?

**You:**

**Patrick:** Yes, but she was just drawing for herself. No one saw her pictures...

**You:**

**Patrick:** Did she sell any paintings there?

**You:**

**Patrick:** Commissions? How did she do that?

**You:**

**Patrick:** Can we see what she does?

**You:**

**Patrick:** So basically, she's not dead, and she's even pretty happy, isn't she?

**You:**

**Patrick:** Well, I suppose I could start again, after hearing all that!

**You:**

**Look at the suggested answers for C2 / 21-1.7**

**You:** Hey Patrick, I know you haven't found a job yet... I know it takes up a lot of your time, but you still have some free time. How about if you started drawing again, or maybe even painting?

**Patrick:** Oh no, I can't be bothered. I'm depressed. I don't feel like doing anything...

**You:** I've just read something that might help you...

**Patrick:** Oh yes? What's that?

**You:** It's about this woman, Isabelle, she was unemployed for over two years, and to top it all, she found out that she was seriously ill.

**Patrick:** Really... what was wrong with her?

**You:** Cancer. And what's more, she had a relapse the following year!

**Patrick:** So, what did she do?

**You:** Well, she came across this method for learning to draw, and she tried it. While she drew, she forgot about her illness a bit, and her awful treatment, and her fear. And then she moved on to colours, and started painting.

**Patrick:** Yes, but she was just drawing for herself. No one saw her pictures.

**You:** No, she had an exhibition in a friend's bookshop.

**Patrick:** Did she sell any paintings there?

**You:** That I don't know, but she got some commissions.

**Patrick:** Commissions? How did she do that?

**You:** She paints from photos of people or animals that people send her.

**Patrick:** Can we see what she does?

**You:** Yes, she's also got her own website now.

**Patrick:** So basically, she's not dead, and she's even pretty happy, isn't she?

**You:** Yes, you see?

**Patrick:** Well, I suppose I could start again, after hearing all that!

**You:** Well done, Patrick! That's really good to hear!