

<i>900 exercises in vocational communication</i>	<b>Notes for teachers</b>	<b>C3 / 11</b>
<i>General aim</i>	<b>C: Understand a message</b>	
<i>Level of difficulty</i>	<b>3</b>	
<i>Intermediate aim</i>	<b>1: Analyse a message</b>	
<i>Operational aim</i>	<b>1: Recognise the parts of a complex message.</b>	
<i>Pre-requirements</i>		
<i>Number of exercises</i>	<b>9</b>	
<i>Summing-up exercise</i>	<b>C3/11-11</b>	
<i>Comments</i>	The “Explanations” page is the same for levels 2 and 3 of this aim, i.e. for C2/11 and C3/11.	



In any message, you can look for the following information:

- *Who wrote the message?*
- *Who is this message addressed to?*
- *What is the essential information in this message?*

The answers to these questions enable you to understand a large part of the message.

You can also ask other questions. We will see in the exercises that follow.

**PLEASE GO TO THE NEXT PAGE**

This is a poster on the door of a block of flats:

**COLLECTION**

The *Friendship* Foundation will come by on 14 November between 10 and 12am to collect your old clothes, toys, other objects, blankets, shoes, small items of furniture, etc.

The residents are invited to put the objects in the hall so that they do not get in the way.

We only collect things that are clean and in good condition to give to people in need.

Thank you for your cooperation and your generosity.

Peter Lukas, Director of the Foundation

*You can also give donations to the Foundation. Bank acc. no.: 00 160 18 235 31 12, please send to 15, Trebor Road, Aylesbury.*

**Now we are going to ask ourselves some questions about the document.**

**- *Who wrote the message?***

*Mr Peter Lukas, Director of the Friendship Foundation*

**- *Who is the message addressed to?***

*The residents of the block of flats where the message is posted up.*

**- *What is the essential information in the message?***

*There is a collection of clothes and other objects that will be distribute to people in need. The residents are asked to put the things they want to give in the hall. The date and time of the collection are indicated.*

**GO TO THE NEXT PAGE**

Read the following letter carefully:

<p>Department of Health Office International Relations</p> <p>For the attention of Mrs Anderson</p> <p>Dear Mrs Anderson,</p> <p>From 1<sup>st</sup> February I will be working in Luxembourg for a period of 6 months. As we agreed in our telephone conversation this morning, I am enclosing the E 106 form duly completed by the Luxembourg Department of Health.</p> <p>I would be grateful if you could make sure that I continue to be insured by the regional office in Berkshire.</p> <p>May I take this opportunity of wishing you a very happy New Year!</p> <p style="text-align: right;"><i>Joseph Barber</i></p>	<p>30 Manor Road, Newport Berks</p> <p>January 6, 2006</p>
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**Now answer the following questions:**

- *Who wrote the message?*
  
  
- *Who is the message addressed to?*
  
  
- *What is the essential information in the message?*

**Look at the answers for C3 / 11-1.3**

Read the following letter carefully:

	30 Manor Road, Newport Berks
Department of Health Office International Relations	January 6, 2006
For the attention of Mrs Anderson	
Dear Mrs Anderson,	
From 1 <sup>st</sup> February I will be working in Luxembourg for a period of 6 months. As we agreed in our telephone conversation this morning, I am enclosing the E 106 form duly completed by the Luxembourg Department of Health.	
I would be grateful if you could make sure that I continue to be insured by the regional office in Berkshire.	
May I take this opportunity of wishing you a very happy New Year!	
	<i>Joseph Barber</i>

**Now answer the following questions:**

**- *Who wrote the message?***

*Mr Joseph Barber*


**- *Who is the message addressed to?***

*Mrs Anderson, Department of Health office,  
International relations department*

**- *What is the essential information in the message?***

*Mr Barber is sending the E 106 form.  
He wants to continue to be insured at the regional office in  
Berkshire while he is working in Luxembourg.*

Read the following document carefully:

		<p><b>MILLER'S WAREHOUSE</b></p> <p>Card no: 103 361 Date : 14/12/06</p>
<p><b>After Sales Service</b> Tel.: 00 44 1286 02 16 12 Fax: 00 44 1286 02 23 19</p>		<p><b>PURCHASE ORDER</b></p>
<b>Customer</b>		
<p>Name : Sophie CAINE Tel. : 01286 02 37 54 Fax : Mobile: 07796 141 744</p>		<p>Address : 21, Stable Road Harpenden, Herts, AL5 3TR</p>
<b>Description</b>		
<b>Appliance/reference</b>	<b>Order</b>	
<p>Make : ZENETTI Designation : LAVE-VAISSELLE Model : ID5487 Type Serial no : Date of purchase : Guarantee no : NONE</p>	<p>4 x rollers for top basket</p>	
Sub-total incl. VAT (€)		14.80
Deposit		0
-----		-----
<b>Total amount</b>		<b>14.80</b>
Received by: Manu Fernandez	Customer signature <i>S. Caine</i>	

Now answer the following questions:

- *What is this document?*

→

- *Who should receive this document? What is it for?*


→

- *What is the essential information given in this document?*

→

**Look at the suggested answers for C3 / 11-1.4**

Read the following document carefully:

		<p><b>MILLER'S WAREHOUSE</b></p>		<p>Card no: 103 361 Date : 14/12/06</p>	
<p>After Sales Service Tel.: 00 44 1286 02 16 12 Fax: 00 44 1286 02 23 19</p>		<p><b>PURCHASE ORDER</b></p>			
<p><b>Customer</b></p>					
<p>Name : Sophie CAINE Tel. : 01286 02 37 54 Fax : Mobile: 07796 141 744</p>		<p>Address : 21, Stable Road Harpenden, Herts, AL5 3TR</p>			
<p><b>Description</b></p>					
<p><b>Appliance/reference</b></p>			<p><b>Order</b></p>		
<p>Make : ZENETTI Designation : LAVE-VAISSELLE Model : ID5487 Type Serial no : Date of purchase : Guarantee no : NONE</p>			<p>4 x rollers for top basket</p>		
<p>Sub-total incl. VAT (€)</p>			<p>14.80</p>		
<p>Deposit</p>			<p>0</p>		
<p>-----</p>			<p>-----</p>		
<p><b>Total amount</b></p>			<p><b>14.80</b></p>		
<p>Received by: <b>Manu Fernandez</b></p>			<p>Customer signature <b>S. Caine</b></p>		

Now answer the following questions:

- *What is this document?*

→ A purchase order

- *Who should receive this document? What is it for?*

→ The customer. This document proves that the parts have been ordered and gives the date.

- *What is the essential information given in this document?*

→ The name of the shop, the customer's name, the date, the precise description of the order, the price.

**Here is a strange announcement published in a newspaper:**

Wednesday 12 September, 8.18pm, on the London-Exeter train, I sat down opposite you, young, brunette, wearing earrings, reading a book by Jonathan Coe. Smiles, the beginnings of a conversation, you left the train at Reading. Would love to see you again.

Tel. 07754 462 510.

**Now answer the following questions:**

*- Who wrote the message?*

*- Why?*

*- What event does it talk of?*

*- When did the event take place?*

*- Where?*

*- Note down the descriptions of the girl*

**Look at the suggested answers for C3 / 11-1.5**



**Here is a strange announcement published in a newspaper:**

Wednesday 12 September, 8.18pm, on the London-Exeter train, I sat down opposite you, young, brunette, wearing earrings, reading a book by Jonathan Coe. Smiles, the beginnings of a conversation, you left the train at Reading. Would love to see you again.

Tel. 07754 462 510.

**Now answer the following questions:**

**- *Who wrote the message?***

*A man or a young man*

**- *Why?***

*To find a young woman*

**- *What event does it talk of?***

*A chance meeting on a train*

**- *When did the event take place?***

*Wednesday 12 September, 8.18pm*

**- *Where?***

*On the London-Exeter train*

**- *Note down the descriptions of the girl***

*Young, brunette, wearing earrings, reading a book by Jonathan Coe*

**Read the following document carefully:**

**MORRIS'S**

**Management**

28 October 07

**MEMO N° 013-2007**

Due to an increase in the number of photocopies in the last few weeks, as notified by the Photocopying Department, the employees of MORRIS'S are urged to adhere strictly to the company rules.

May we remind you that the **Photocopying** service in this company is free **ONLY** for **documents directly linked to the activities of the company**.

All photocopies unrelated to the activities of the company will be charged at the going rate.

**The Management**

**Now answer the following questions:**

*- What is this document?*

→

*- Who is the document addressed to?*

→

*- What is the essential information given in the document?*

→

**Look at the suggested answers for C3 / 11-1.6**

**Read the following document carefully:**

**MORRIS'S**

**Management**

28 October 07

**MEMO N° 013-2007**

Due to an increase in the number of photocopies in the last few weeks, as notified by the Photocopying Department, the employees of MORRIS'S are urged to adhere strictly to the company rules.

May we remind you that the **Photocopying** service in this company is free **ONLY** for **documents directly linked to the activities of the company**.

All photocopies unrelated to the activities of the company will be charged at the going rate.

**The Management**

**Now answer the following questions:**

*- What is this document?*

→ **A memorandum (memo).**

*- Who is the document addressed to?*

→ **To the employees of the company called Morris's.**

*- What is the essential information given in the document?*

→ **The Management is informing the employees that any photocopies that are not related to Morris's will be charged at the going rate.**

Read the following document carefully:

**UNBELIEVABLE!!!**  
**FROM 5 TO 11 DECEMBER**  
**ALL WEEK AT *PRICEDOWN***

**NEVER HAVE PRICES BEEN SO LOW!**

20% off all clothing  
15% off all food products  
10% all perfumes

**GREAT DEALS TO BE HAD!**

- 2 boxes of Wheatsies for the price of one!
- 3 tins of sweet corn for the price of one!!
- 4 packets of rice for the price of one!!!

**NEVER BEFORE SEEN: ALL AT 1 €!**

- \* Set of 12 teaspoons
- \* Set of 6 water tumblers
- \* 3 print scarves

**AND OUR GREAT COMPETITION: PRIZES INCLUDE**

**A LISTRA 4-door car**  
Several portable TV sets  
Several digital cameras  
Good quality wristwatches  
Subscriptions to over 30 magazines

Now answer the following questions:

- *What is this document?*

→

- *What is the document for?*

→

- *What is the essential information given in the document?*

→

**Look at the suggested answers for C3 / 11-1.7**

Read the following document carefully:

**UNBELIEVABLE!!!**  
**FROM 5 TO 11 DECEMBER**  
**ALL WEEK AT *PRICEDOWN***

**NEVER HAVE PRICES BEEN SO LOW!**

20% off all clothing  
15% off all food products  
10% all perfumes

**GREAT DEALS TO BE HAD!**

- 2 boxes of Wheatsies for the price of one!
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**NEVER BEFORE SEEN: ALL AT 1 €!**

- \* Set of 12 teaspoons
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**AND OUR GREAT COMPETITION: PRIZES INCLUDE**

**A LISTRA 4-door car**  
Several portable TV sets  
Several digital cameras  
Good quality wristwatches  
Subscriptions to over 30 magazines

Now answer the following questions:

- *What is this document?*  
→ **An advertisement for the shop Pricedown.**
- *What is the document for?*  
→ **To attract customers.**
- *What is the essential information given in the document?*  
→ **The very low prices with examples and the competition organised by the shop with the list of prizes.**

Read the following document carefully:

**Waste recycling concerns us all!**

The inhabitants of Stanton are invited to put the following types of waste materials in the containers located in all the parks in the town:

- green containers for coloured glass
- grey containers for clear glass
- blue container for textiles
- red container paper

The Council is making available to all apartment blocks and houses 3 sorts of rubbish bins:

- \* a black bin ONLY for kitchen waste (to be collected on Mondays, Wednesdays and Fridays)
- \* a yellow bin for plastics, metal or cardboard (collected on Tuesdays)
- \* an orange bin for all other waste (collected on Thursdays)

Dangerous products or pollutants (inflammables, paint, cleaning products...) should be taken to "Stanton Recycling", 28 Horizon Boulevard.

Large objects (TV sets, computers, furniture...) should be put out on the pavement on Sunday evenings to be collected on Monday mornings.

Thank you all for your participation.

Stanton Town Council

Now answer the following questions:

- *Who wrote this message?*

→

- *Who is the message addressed to?*

→

- *What is the essential information given in this message?*

→

- *What do you think the intention of this message is?*

→

Look at the suggested answers for C3 / 11-1.8

Read the following document carefully:

**Waste recycling concerns us all!**

The inhabitants of Stanton are invited to put the following types of waste materials in the containers located in all the parks in the town:

- green containers for coloured glass
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Dangerous products or pollutants (inflammables, paint, cleaning products...) should be taken to "Stanton Recycling", 28 Horizon Boulevard.

Large objects (TV sets, computers, furniture...) should be put out on the pavement on Sunday evenings to be collected on Monday mornings.

Thank you all for your participation.

Stanton Town Council

Now answer the following questions:

- *Who wrote this message?*

→ The Town Council of Stanton.

- *Who is the message addressed to?*

→ All the inhabitants of the town.

- *What is the essential information given in this message?*

→ The Town Council is asking all the inhabitants to sort their rubbish for recycling.

The message informs the people about the containers and bins available to the public for sorting. The different types of rubbish are listed for each container and bin, as well as the location of the containers and the collection days, including very large items. They also give the address for disposing of dangerous products or pollutants.

- *What do you think the intention of this message is?*

→ To make them aware of the importance of sorting and recycling rubbish, and to give the population of a town the means to do so easily.

Read this label carefully:



### KILLIT INSECTICIDE



**Precautions for use:** This spray must only be used to treat house plants, or those on the balcony or in the garden. This product is very effective in the control of pests such as black fly, whitefly, bugs and caterpillars.

**Instructions:** Shake well before use. Spray the plants with a light mist from a distance of 50 cm. Avoid letting drops form on the plant. Do not spray on open flowers. Outside, do not use in strong winds. Repeat the application once a week if necessary.

**Safety recommendations:** Store out of reach of children. Do not use near food for humans or for animals. Do not use around children or animals. During use, cover all kitchen utensils, aquariums and birdcages. Do not eat, drink or smoke during use. Wash your hands carefully after using. Do not expose the spray to full sun nor to a temperature above 50°C. Do not pierce or burn, even if the can is empty. Do not spray towards a naked flame or anything that is burning (charcoal on the barbecue for example). Do not throw away in the dustbin.

Now answer the following questions:

- *Who wrote the message?*

→

- *Who is the message addressed to?*

→

- *What is the essential information given on the label?*

→

- *How can we see that this product is not without danger?*

→

Consultez le corrigé C3 / 11-1.9



Lisez attentivement cette étiquette:



### KILLIT INSECTICIDE



**Precautions for use:** This spray must only be used to treat house plants, or those on the balcony or in the garden. This product is very effective in the control of pests such as black fly, whitefly, bugs and caterpillars.

**Instructions:** Shake well before use. Spray the plants with a light mist from a distance of 50 cm. Avoid letting drops form on the plant. Do not spray on open flowers. Outside, do not use in strong winds. Repeat the application once a week if necessary.

**Safety recommendations:** Store out of reach of children. Do not use near food for humans or for animals. Do not use around children or animals. During use, cover all kitchen utensils, aquariums and birdcages. Do not eat, drink or smoke during use. Wash your hands carefully after using. Do not expose the spray to full sun nor to a temperature above 50°C. Do not pierce or burn, even if the can is empty. Do not spray towards a naked flame or anything that is burning (charcoal on the barbecue for example). Do not throw away in the dustbin.

Now answer the following questions:

- *Who wrote the message?*

→ **The manufacturer of the product.**

- *Who is the message addressed to?*

→ **To the user of the product.**

- *What is the essential information given on the label?*

→ **The precautions for use, the instructions for the product and safety recommendations.**

- *How can we see that this product is not without danger?*

→ **From the number of safety recommendations given on the label.**

**Read this text carefully:**

<b>Saved by the dogs</b>	<b>Saved by the dogs</b>
<p>Christian and Mark have been in the fire brigade for 13 years, specialising in working with mountain rescue dogs. They never go anywhere without their dogs, Typhoon and Team. The four of them have already rescued many victims.</p> <p>One day, during a training exercise in the high mountains, a huge sheet of snow came loose and an immense snow slide buried Mark and one of his colleagues. It was an avalanche! Immediately, Christian and his dog Typhoon started to look for them. You have to act very quickly! Thick flakes of snow were falling, the wind was very strong and it was getting dark. The dog was tired from training all day.</p>	<p>Christian and Mark have been in the fire brigade for 13 years, specialising in working with mountain rescue dogs. They never go anywhere without their dogs, Typhoon and Team. The four of them have already rescued many victims.</p> <p>One day, during a training exercise in the high mountains, a huge sheet of snow came loose and an immense snow slide buried Mark and one of his colleagues. It was an avalanche! Immediately, Christian and his dog Typhoon started to look for them. You have to act very quickly! Thick flakes of snow were falling, the wind was very strong and it was getting dark. The dog was tired from training all day.</p>

*How can you see that it is a newspaper or magazine article?*

→

*You are very interested in mountain rescue dogs and you are studying the subject. You have been looking for newspaper articles about rescues. You are listing important elements in order to write a report.*

*Here is the chart you have made. Complete it by adding elements that you have read in the article.*

<i>Place</i>	<i>Date</i>	<i>Number of people rescued</i>	<i>Dogs' names</i>	<i>Type of disaster</i>

**Look at the suggested answers for C3 / 11-1.10**

Read this text carefully:

Saved by the dogs	Saved by the dogs
<p>Christian and Mark have been in the fire brigade for 13 years, specialising in working with mountain rescue dogs. They never go anywhere without their dogs, Typhoon and Team. The four of them have already rescued many victims.</p> <p>One day, during a training exercise in the high mountains, a huge sheet of snow came loose and an immense snow slide buried Mark and one of his colleagues. It was an avalanche! Immediately, Christian and his dog Typhoon started to look for them. You have to act very quickly! Thick flakes of snow were falling, the wind was very strong and it was getting dark. The dog was tired from training all day.</p>	<p>Christian and Mark have been in the fire brigade for 13 years, specialising in working with mountain rescue dogs. They never go anywhere without their dogs, Typhoon and Team. The four of them have already rescued many victims.</p> <p>One day, during a training exercise in the high mountains, a huge sheet of snow came loose and an immense snow slide buried Mark and one of his colleagues. It was an avalanche! Immediately, Christian and his dog Typhoon started to look for them. You have to act very quickly! Thick flakes of snow were falling, the wind was very strong and it was getting dark. The dog was tired from training all day</p>

*How can you see that it is a newspaper or magazine article?*

→ There is a headline. The text is presented in two columns. The name of the paper and the date are shown at the end of the text.

*You are very interested in mountain rescue dogs and you are studying the subject. You have been looking for newspaper articles about rescues. You are listing important elements in order to write a report.*

*Here is the chart you have made. Complete it by adding elements that you have read in the article.*

Place	Date	Number of people rescued	Dogs' names	Type of disaster
In the high mountains	August 2005	2	Typhoon Team	Avalanche

Here is a document for a work contract. Read it carefully.

## Work contract

Entre

The Association **Europa Translation**, of 24, Station Road, London NW2 6JL, represented by Mr **John VAN DER WELLE**, President of Europa Translation

And Mr **Augusto DA SILVA**, of 30, Trebovir Road, London NW 5 7RB

It is agreed as follows:

### Article 1 – Subject of the agreement

The Association **Europa Translation** engages the services of Mr **Augusto DA SILVA** for the translations into Portuguese.

### Article 2 – Contents of the work

**Europa Translation** will submit the texts to Mr **Augusto DA SILVA**, namely:

- 11 tales for children in simple English
- 8 stories to read in simple English for beginners

The translations are to be supplied on computer in WORD format.

### Article 3 – Provisional calendar of works

Mr **Augusto DA SILVA** will finish all the translations by 30 May 2008.

### Article 4 – Payment

**Europa Translation** will pay Mr **Augusto DA SILVA** a lump sum of 1000 Euros, expenses included. Mr **Augusto DA SILVA** will agree to pay any necessary sums for National Insurance and various taxes connected with his work for the Association **Europa Translation**.

### Article 5 – Modification to the agreement

This agreement can only be modified in the form of a rider signed by the Association **Europa Translation** and Mr **Augusto DA SILVA**.

London, 10 mars 2008

Made out in duplicate

Mr **Jean VAN DER WELLE**  
for the Association **Europa Translation**

J Van der Welle



Mr **Augusto DA SILVA**

*A. Da Silva*

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

**Now answer the following questions:**

- *What type of document is this?*
  
- *Who is the contract drawn up between?*
  
- *What work must Mr Da Silva do?*
  
- *How many stories must he translate in all?*
  
- *How much will he be paid?*
  
- *When must he hand in the work?*
  
- *When was the contract signed?*

**Look at the answers for C3 / 11-1.11**

**Now answer the following questions:**

*- What type of document is this?*

A work contract

*- Who is the contract drawn up between?*

Between Europa Translation, and Mr Augusto Da Silva

*- What work must Mr Da Silva do?*

He must translate stories from English to Portuguese

*- How many stories must he translate in all?*

19 (11 and 8)

*- How much will he be paid?*

1000 €inclusive

*- When must he hand in the work?*

On 30 May 2008

*- When was the contract signed?*

On 10 March 2008