

|  |   |                |
|--|---|----------------|
| <i>900 exercises in vocational communication</i> | <b>Notes for teachers</b>   | <b>C3 / 14</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 STRUCTURE OF A DOCUMENT</b><br><b>1.0:</b> Presentation of the documents<br><b>2.0:</b> Contents of the documents   |                |
| <i>Pre-requirements</i>                          |   |                |
| <i>Number of exercises</i>                       | <b>8</b>  |                |
| <i>Summing-up exercise</i>                       | <b>1.0: C3/14-1-9</b><br><b>2.0: C3/14-2.4</b>  |                |
| <i>Comments</i>                                  | Some of the documents in the first aim (1.0) are not meant to be read but just to judge their presentation (text, illustration, size of characters) and anticipate visually the type of document. It is therefore not necessary for the learners to try to know exactly what the contents are in the part concerning objective 2.0. |                |

Demerit,  
Puis le jour de  
retour de travail,  
de l'effort de jour  
coulent...  
C'est

| Designation of the articles | Ref N°    | Size | Price |
|-----------------------------|-----------|------|-------|
| 1. T Bag Colombine          | 105 643 3 | 050  | 8.50  |
| 2. D Cover Colombine        | 105 653 3 | 161  | 29.50 |
| 3. T Bag Colombine          | 105 643 3 | 364  | 8.50  |
| 4. Sheet Colombine          | 105 643 3 | 270  | 37.90 |
| 5. T Bag Colombine          | 104 521 3 | 050  | 8.50  |
| 6. Sheet Colombine          | 104 521 3 | 270  | 37.90 |
| 7. T Valance Colombine      | 104 521 3 | 364  | 8.50  |
| 8. Fitted sheet             | 105 611 3 | 161  | 29.50 |

FOR YOUR SAFETY  
PLEASE MAKE SURE THAT  
THIS DOOR IS KEPT SHUT  
AT ALL TIMES.  
THANK YOU

20 Manor Road  
Folkestone  
Kent CT20 2RJ

Driver and Vehicle Licensing Agency  
Swansea SA6 7JL

February 7<sup>th</sup> 2007

Dear Sir or Madam,

I will shortly be working abroad, in Luxembourg. I intend to move there permanently after the first six months, and would like some information about changing my driving license. I believe an international license is not sufficient for living abroad for more than a year.

Thank you in advance for your help.

Yours faithfully,  
Elizabeth Holmes

- Here are several documents. They are all very different:
- by their format
  - by the type of character (letters) used
  - by the layout of the text with or without illustrations
  - by the distribution of the different parts and their content.

Try to determine what types of documents they might be:  
(You do not need to read the documents. Just look at the layout.)

A page from a magazine? Small ads in a newspaper? Poster? Letter? Advertisement in a magazine? A note left on a table? Reference list from a mail order firm?

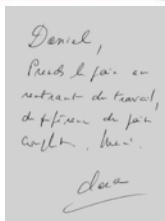
GO TO THE NEXT PAGE

Here are the most common physical characteristics of some documents:  
(This chart can be completed if necessary)

|  | <b>Format</b>                                      | <b>Types of characters</b>  | <b>Layout</b>                                    | <b>Distribution of the sections</b>              |
|--|--|---|--|--|
| <i>Page from a magazine</i>                          | A4 (21/29.7 cm)                                    | Varied: big for the headlines, small for the articles                 | Varied, often with colour illustrations and text | Mostly in columns                                |
| <i>Small ads in a newspaper</i>                      | Small space for each ad category on a page         | Fairly big for the subject (housing – jobs...) and small for the text | In columns and by subject on the page            | Specifically dedicated spaces for each type      |
| <i>Poster</i>  | Variable but generally small                       | Big in order to be seen   | Generally text with no illustrations             | Generally one section of text                    |
| <i>Letter to an administration</i>                   | A4 (21/29,7 cm)                                    | Small characters hand- or typewritten                                 | Specific to letters (see below)                  | Specific to letters (see below)                  |
| <i>Advertisement in a magazine</i>                   | Full page, half page or less                       | Large and medium  | Often with illustration and text                 | Variable but must be visible                     |
| <i>Note left on a table</i>                          | Generally fairly small: A5 (21/14.8 cm) or post it | Small and handwritten   | Text without illustration usually                | One single section usually                       |
| <i>Article reference sheets, estimates, invoices</i> | Generally A4 or A5                                 | Small   | In columns                                       | Name of the articles and references, price, etc. |
| <i>Tract</i>   | Fairly small (A5)                                  | Large, especially for the headlines                                   | Text generally sans illustration                 | In paragraphs                                    |
| <i>Cinema poster</i>                                 | Very big   | Very large for titles and cast  | Text and illustration (usually photos)           | Variable with title and cast always most in view |
| <i>Work contract</i>                                 | A4 (21/29.7 cm)                                    | Small characters typewritten  | Text without illustration                        | Distinct paragraphs                              |
| <i>Instruction manual</i>                            | Variable depending on the product                  | Small characters typewritten  | Text often with diagrams or drawings             | In general in paragraphs                         |
| <i>Instructions for use: medicines</i>               | Small  | Small characters typewritten with larger headings                     | Text rarely with diagrams or drawings            | In paragraphs                                    |
| <i>E-mail</i>  | Small  | Small characters typewritten  | Text generally sans illustration                 | In paragraphs or one single section              |
| <i>Form to fill in</i>                               | Generally A4 (21/29,7 cm)                          | Small characters typewritten  | Text followed by empty spaces to fill in         | By lines, usually                                |
| <i>Article de journal</i>                            | Very variable depending on the article             | Small characters typewritten with larger headlines                    | Text sometimes with an illustration              | In columns                                       |
| <i>Prospectus</i>                                    | Fairly small (A5)                                  | Large, especially for headings  | Text generally with illustration                 | In paragraphs                                    |
|  |  |   |  |  |
|  |  |   |  |  |
|  |  |   |  |  |
|  |  |   |  |  |

GO TO THE NEXT PAGE

Did you manage to decide on the types of documents shown at the beginning of the module? Opposite each one, write the characteristics which helped identify them.



| Designation of the articles | Ref N°.   | Size | Price |
|-----------------------------|-----------|------|-------|
| 1. T Bag Colombine          | 105 643 3 | 050  | 8.50  |
| 2. D Cover Colombine        | 105 653 3 | 161  | 29.50 |
| 3. T Bag Colombine          | 105 643 3 | 364  | 8.50  |
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| 5. T Bag Colombine          | 104 521 3 | 050  | 8.50  |
| 6. Sheet Colombine          | 104 521 3 | 270  | 37.90 |
| 7. T Valance Colombine      | 104 521 3 | 364  | 8.50  |
| 8. Fitted sheet             | 105 611 3 | 161  | 29.50 |

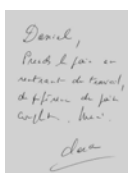
FOR YOUR SAFETY  
PLEASE MAKE SURE THAT  
THIS DOOR IS KEPT SHUT  
AT ALL TIMES.  
THANK YOU

Look at the suggested answers for C3 / 14-1.3

Did you manage to decide on the types of documents shown at the beginning of the module? Opposite each one, write the characteristics which helped identify them.



Page from a magazine with text, colour illustrations, set out in columns, with large letters for headlines and small characters for the text.



Note left on a table (for example) on small paper, handwritten, usually with the name of the person it is to at the top of the text and the name of the author at the end of the message.

FOR YOUR SAFETY  
PLEASE MAKE SURE THAT  
THIS DOOR IS KEPT SHUT  
AT ALL TIMES  
THANK YOU

Poster, fairly small format, large characters typewritten for easy reading.

| Designation of the articles | Ref N°.   | Size | Price |
|-----------------------------|-----------|------|-------|
| 1. T Bag Colombine          | 105 643 3 | 050  | 8.50  |
| 2. D Cover Colombine        | 105 653 3 | 161  | 29.50 |
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Article references, usually average format, small characters typewritten, text set out in columns each with title.



Advertisement in a magazine, average format (A4), large easily visible headlines, sometimes in colour, colour illustrations with informative text in smaller characters.

**A letter to an administration**

|   |   |
|---|---|
| <p>20 Manor Road<br/>Folkestone<br/>Kent CT20 2RJ</p> | <p>Driver and Vehicle Licensing Agency<br/>Swansea SA6 7JL</p> <p>February 7<sup>th</sup> 2007</p> <p>Dear Sir or Madam,</p> <p>I will shortly be working abroad, in Luxembourg. I intend to move there permanently after the first six months, and would like some information about changing my driving license. I believe an international license is not sufficient for living abroad for more than a year.</p> <p>Thank you in advance for your help.</p> <p>Yours faithfully,</p> <p>Elizabeth Holmes</p> |
|---|---|

Here is a business letter in an ordinary format.

Notice that the address of the person who wrote the letter are at the top on the right. On the left is the name and address of the person who will receive the letter, followed by the date.

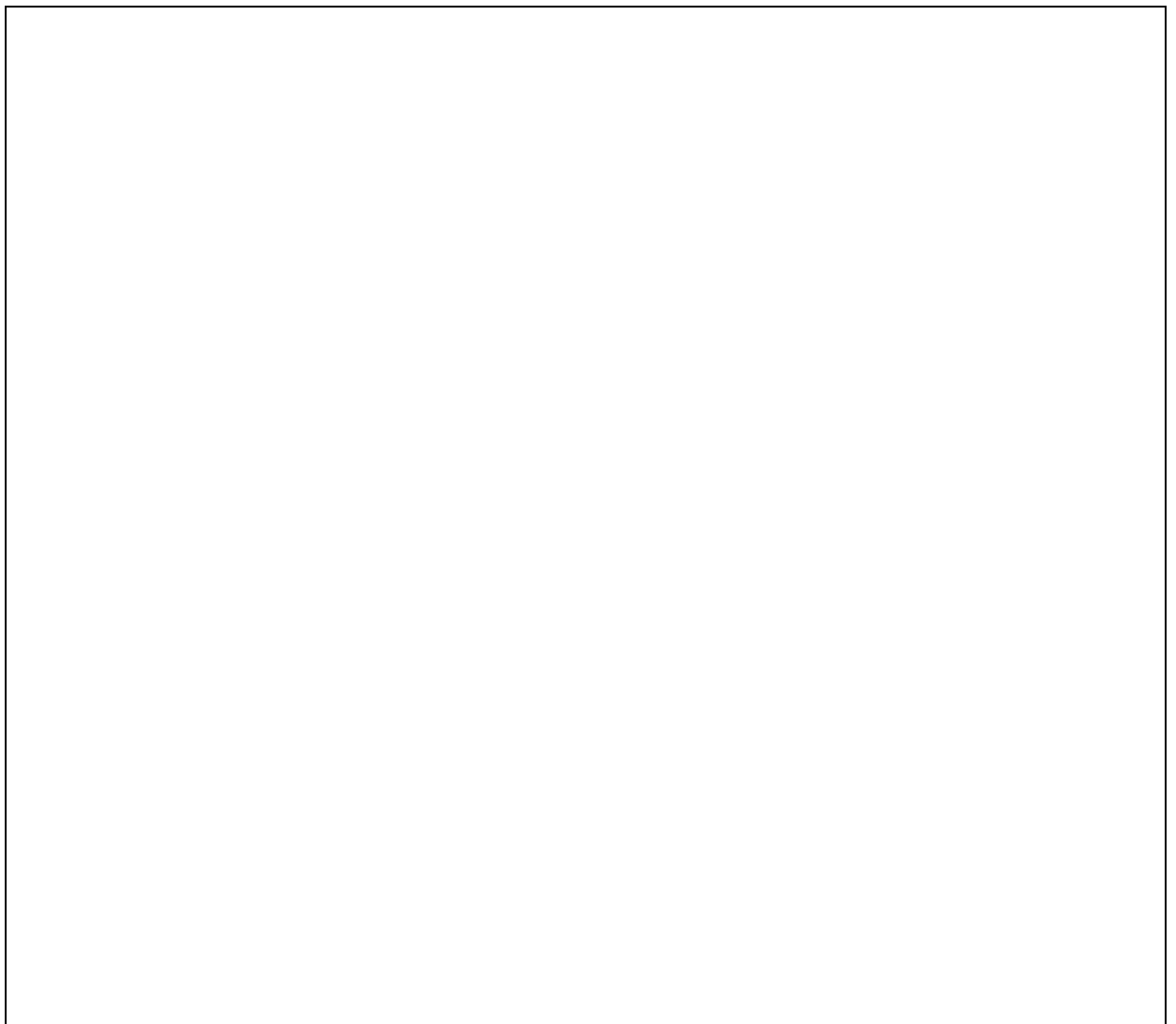
Then there is the body of the letter with, first, the greeting or opening (Dear Madam, Dear Sir, Dear Sir or Madam, etc.) and then the contents of the message.

Finally, at the end of the message, the closing and the signature under the name of the person writing.

**GO TO THE NEXT PAGE**

Here is a letter without the presentation. You are going to copy out the letter putting all the parts in the right place.

*50, Bayswater Street, London SW3 2ZS Ref HEC: HEC0123023 House fire on 14/07/2006 HAZZARD INSURERS PLC To the attention of Mrs Alexander Dear Madam, Please find enclosed the paid invoice for the work carried out at my home following the damage. I also enclose the letter that you sent to me summarising the following amounts: - immediate compensation of 1126.48 € received – deferred compensation of 281.62 € payable on presentation of the paid invoice for the work. Thank you for your help. Yours faithfully, Renato Ferrari*



**Look at the answers for C3 / 14-1.5**



Here is a letter without the presentation. You are going to copy out the letter putting all the parts in the right place.

*50, Bayswater Street, London SW3 2ZS Ref HEC: HEC0123023 House fire on 14/07/2006 HAZZARD INSURERS PLC To the attention of Mrs Alexander Dear Madam, Please find enclosed the paid invoice for the work carried out at my home following the damage. I also enclose the letter that you sent to me summarising the following amounts: - immediate compensation of 1126.48 € received – deferred compensation of 281.62 € payable on presentation of the paid invoice for the work. Thank you for your help. Yours faithfully, Renato Ferrari*

*50, Bayswater Street  
London SW3 2ZS*

*Ref HEC: HEC0123023  
House fire on 14/07/2006*

*HAZZARD INSURERS PLC  
To the attention of Mrs Alexander*

*14 June 07*

*Dear Madam,*

*Please find enclosed the paid invoice for the work carried out at my home following the damage. I also enclose the letter that you sent to me summarising the following amounts:  
- immediate compensation of 1126.48 € received  
- deferred compensation of 281.62 € payable on presentation of the paid invoice for the work.*

*Thank you for your help.*

*Yours faithfully,*

*Renato Ferrari*



*Here is a letter with all the parts in the wrong order. You are going to copy out this letter putting the different parts in their right places.*

Yours faithfully,

I am very pleased with the coat that I received, but I ordered it particularly because I very much liked the watch that you were offering as a free gift. It is indeed very pretty, but it does not work, and I am very disappointed ... I would be very grateful if you could send me another watch that works in replacement of this one which I am sending back to you. Thank you in advance.

Dear Sir,

Jennifer Small

Customer reference: 0107367112-5

29, Baker Street

Weston super Mare

“Chic and cheerful”

Customer Service Department

To the attention of Mr Lamel

22 October 06

**Look at the answers for C3 / 14-1.6**

*Here is a letter with all the parts in the wrong order. You are going to copy out this letter putting the different parts in their right places.*

Yours faithfully,

I am very pleased with the coat that I received, but I ordered it particularly because I very much liked the watch that you were offering as a free gift. It is indeed very pretty, but it does not work, and I am very disappointed ... I would be very grateful if you could send me another watch that works in replacement of this one which I am sending back to you. Thank you in advance.

Dear Sir,

Jennifer Small

Customer reference: 0107367112-5

29, Baker Street  
Weston super Mare

“Chic and cheerful”  
Customer Service Department  
To the attention of Mr Lamel

22 October 06

29, Baker Street  
Weston super Mare

Customer reference: 0107367112-5

“Chic and cheerful”  
Customer Service Department  
To the attention of Mr Lamel

22 October 06

Dear Sir,

I am very pleased with the coat that I received, but I ordered it particularly because I very much liked the watch that you were offering as a free gift. It is indeed very pretty, but it does not work, and I am very disappointed ... I would be very grateful if you could send me another watch that works in replacement of this one which I am sending back to you. Thank you in advance.

Yours faithfully,

Jennifer Small

Here are several documents  
Say what type of document they are. How can you tell?  
Complete the chart below.



1

29, Walsall Road  
Birmingham

Agency Charles and Co  
Property Managers  
To the attention of Mr Charles 22 June 06

Dear Sir,

Following the proposition by Expert Telecom to install a large mast on the roof of our block of flats, the co-owners have decided against it as it is considered to be a risk to our property. It could cause extensive damage to the roof. Furthermore, it has not as yet been proved that this kind of mast presents no danger to the people who live near them. (50 % of specialists claim the waves emitted present a risk and 50 % say the opposite!)

Yours faithfully,

The co-owners of 29 Walsall Road

2



3

**Defend and maintain employment**

Au nom de l'emploi durable et pour que chacun puisse accéder à l'emploi, évoluer dans sa vie professionnelle, changer de travail ou d'entreprise, la CFDT revendique des parcours professionnels mieux garantis collectivement par:

- L'anticipation et l'accompagnement des "accidents de l'emploi" pour un véritable droit au reclassement ;
- Des emplois avec une formation qualifiante rémunérée pour les jeunes ;
- Des réponses rapides et individualisées en matière de conseil, de reconversion ou d'accès à l'emploi pour les chômeurs et les plus démunis avec un revenu de remplacement garanti.

Toutes ces propositions peuvent être mises en oeuvre à condition que les différents acteurs, notamment les entreprises, montrent une réelle volonté de responsabilité. C'est pourquoi la CFDT poursuivra inlassablement son combat pour obtenir de nouvelles garanties sociales plus justes, plus protectrices, adaptées aux réalités de notre temps.

**ACT NOW TO KEEP OUR JOBS!**

4



5



6

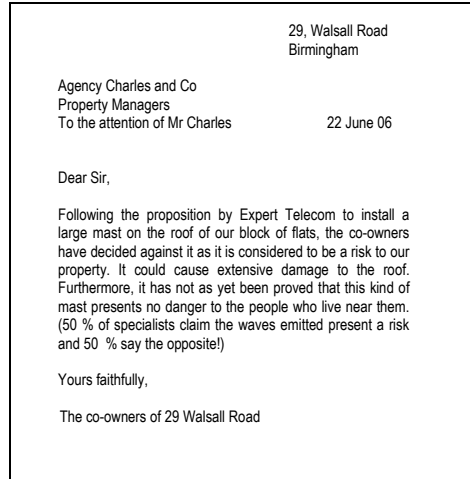
| Type of document               | Document no. | How can you tell? |
|--------------------------------|--------------|-------------------|
| Advertisement                  |              |                   |
| Directions for use of medicine |              |                   |
| Page from a magazine           |              |                   |
| Tract                          |              |                   |
| Instructions                   |              |                   |
| Administrative letter          |              |                   |

Look at the suggested answers for C3 / 14-1.8

Here are several documents  
Say what type of document they are. How can you tell?



1



2



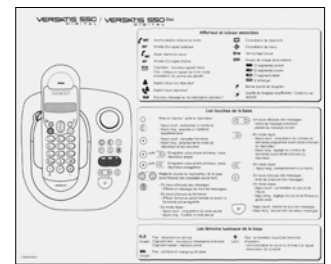
3

**Defend and maintain employment**  
 Au nom de l'emploi durable et pour que chacun puisse accéder à l'emploi, évoluer dans sa vie professionnelle, changer de travail ou d'entreprise, la CFDT revendique des parcours professionnels mieux garantis collectivement par:  
 • L'anticipation et l'accompagnement des "accidents de l'emploi" pour un véritable droit au reclassement ;  
 • Des emplois avec une formation qualifiante rémunérée pour les jeunes ;  
 • Des réponses rapides et individualisées en matière de conseil, de reconversion ou d'accès à l'emploi pour les chômeurs et les plus démunis avec un revenu de remplacement garanti.  
 Toutes ces propositions peuvent être mises en oeuvre à condition que les différents acteurs, notamment les entreprises, montrent une réelle volonté de responsabilité. C'est pourquoi la CFDT poursuivra inlassablement son combat pour obtenir de nouvelles garanties sociales plus justes, plus protectrices, adaptées aux réalités de notre temps.  
**ACT NOW TO KEEP OUR JOBS!**

4



5



6

| Type of document      | Document no | How do you know?  |
|-----------------------|-------------|---|
| Advertisement         | 5           | The page, in colour, attracts the eye. Some articles are shown in a photo with the prices in large characters. In large characters on white background, the ad, and very visible the name of the shop and its logo. |
| Notice for medicine   | 1           | Only text written in small print with the name of the medicine in larger letters as for the titles of each paragraph.   |
| Page from a magazine  | 3           | The title of the longest article in large characters. Other articles are on the page with more or less colour. The layout is in columns.  |
| Tract                 | 4           | The large characters of the title and the appeal attract the eye, and the text is smaller and in paragraphs. No room for photos or illustrations.   |
| Instructions          | 6           | Framed text in small characters beside a diagram showing the object described.  |
| Administrative letter | 2           | Typical presentation of an administrative letter with the address and references of the sender, the date, the name of the addressee, the opening and closing formulae, the body of the letter and the signature.    |

Here are several documents

Say what types of document they are. How can you tell?



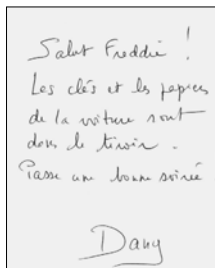
1



2



3



4



5



6

| Type of document     | Document no. | How can you tell? |
|----------------------|--------------|-------------------|
| Film poster          |              |                   |
| Note                 |              |                   |
| Page from a magazine |              |                   |
| Advertisement        |              |                   |
| Invoice              |              |                   |
| Public notice        |              |                   |

Look at the suggested answers for C3 / 14-1.9



Here are several documents

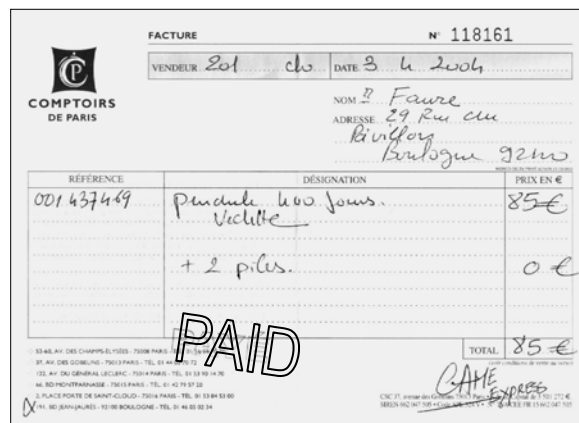
Say what types of document they are. How do you know?



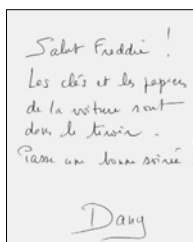
1



2



3



4



5



6

| Type of document     | Document no. | How can you tell?  |
|----------------------|--------------|--|
| Film poster          | 2            | Colour, photo and headline in large print with, underneath, in small characters, more details (usually about the cast).  |
| Note                 | 4            | Short handwritten message, signed. Sometimes you see the date and time.  |
| Page from a magazine | 6            | The titles of the articles are in large print. The articles are set out on the page with more or less coloured backgrounds. The texts are presented in columns.  |
| Advertisement        | 1            | The coloured page attracts the attention. Photos of some articles are shown, with low prices and the 50% reduction in very large print. In large print on a white background, the ad and the name of the shop, very visible, with its logo, followed by a list of information in very small print with some words in bold print (probably the addresses of the shops). |
| Invoice              | 3            | Part of it is typewritten and part is handwritten. The word PAID is stamped on it, There is a price in euros, a signature, a number (of the invoice).  |
| Public notice        | 5            | It is a signpost on wood, probably put up on the town hall door to warn people of the road works or the modifications in the town, with diagrams and explanations.   |

Information is not given at random, but must be organised in a logical way to be understood correctly.

This organisation is called **the structure**.

A document is easier to read and understand when we can recognise its structure.

We are going to look at the structure of documents that give us information.

Here are the most common structures:

| Structure           | Characteristics  | Words often used           | Examples of documents  |
|---------------------|--|----------------------------|--|
| Procedure to follow | Text giving the different steps to follow for an action in the right order | First<br>Next<br>Finally   | Task<br>Recipe<br>Instructions for use<br>Manual, etc.                         |
| Enumeration         | Text giving a list   | And<br>Also<br>Too         | List of people, of objects, of elements.<br>Composition of a product, etc.     |
| Description         | Text presenting a thing, a person or an event                              |                            | Article in newspaper or magazine<br>Novel                                      |
| Argumentation       | Text demonstrating something, giving the cause and the result              | Given that<br>Consequently | Tract<br>Letter of complaint<br>Advertising prospectus<br>Minutes of a meeting |
|                     |  |                            |  |
|                     |  |                            |  |

**GO TO THE NEXT PAGE**



*Look at the following documents then go to the next page.*

| Recipe for a “good health” cake  |  |
|--|--|
| Ingredients  | Method   |
| 100g/1 cup soya flour<br>100g/1 cup wholewheat flour<br>100g/1 small cup oat flakes<br>100g/1 cup linseed<br>50g/½ cup sunflower seeds<br>50g/½ cup pumpkin seeds<br>50g/½ cup sesame seeds<br>50g/½ cup flaked almonds<br>2 pieces of stem ginger, diced<br>225g/1 ½ cups raisins<br>½ teaspoon nutmeg<br>½ teaspoon cinnamon<br>½ teaspoon powdered ginger<br>Approx. 425ml/2 cups soya milk<br>1 tablespoon malt extract<br>you can also add a handful of dried dates and apricots diced... | 1. Put all the dry ingredients into a large mixing bowl. Add the soya milk and the malt extract. Mix well and leave to soak for 30 minutes.<br><br>2. Preheat the oven to 190°/thermostat 5. Line a bread tin with greaseproof paper.<br><br>3. The mixture should be of dropping consistency (a spoonful of the mixture tapped on the side of the bowl should drop). If it is too thick, add a little more soya milk.<br><br>4. Take it out of the tin and leave to cool on a rack. Cut into 7 slices and eat one a day, with soya spread if desired. |

1

2

**An old man saved from drowning by his dog**

Mr Ralph Sennec, 71, fell into Burley Lake on Thursday afternoon while walking with his dog Dodo, taken from an animal refuge a month ago.

Immediately, the dog ran to the first house at the entrance to the park. His barking and his obvious distress encouraged the young married couple living there to follow him. They managed to pull the old man out of the water just in time. He could not swim.

The mayor of Burley praised the dog's intelligence and devotion and invited the man and his three rescuers to a reception.

3

6, Mill Lane  
Albrighton

Mailsales & Co.  
Complaints Department

12 Dec. 06

Dear Sir or Madam.

Last Monday I ordered a bedside table (Ref. 12 608 A) which was to have been delivered the next day, Tuesday, without fail. I therefore stayed at home and did not go out all day. Nothing arrived. At 6pm, I phoned and your employee told me that transport strikes had prevented the delivery and that it would arrive the next day (i.e. Wednesday) again without fail.

But, on Wednesday, I waited in again for the second day in a row (luckily I am retired!). Nothing came. On the phone, I was told that the table had been delivered that morning.

I therefore suppose that the table was delivered to somebody else, or that your employee made a mistake. Consequently, I would be grateful if you could settle this situation as soon as possible.

I do not send my compliments to Mailsales & Co!

Yours faithfully

Sylvia Pernalt

5

**ON STRIKE NOW!!!**

Given that the Government remains deaf to our just claims, we must show them that we will not be ignored.

The talks between our spokesman and the Employment Minister ended in point blank refusal yesterday morning.

Moreover, our comrade is still being held by the police, even though he has done nothing to deserve it.

Consequently, to make sure that our claims are heard loud and clear and that our comrade is released

**JOIN FORCES!!!**

**WE GO OUT ON STRIKE  
STARTING MONDAY 9.00!**

4

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

*Look at the documents on the previous page again and complete the following chart:*

| Structure           | Document number(s) | Features of the document(s) |
|---------------------|--------------------|-----------------------------|
| Procedure to follow |                    |                             |
| Enumeration         |                    |                             |
| Description         |                    |                             |
| Argumentation       |                    |                             |

**Look at the suggested answers for C3 / 14-2.2**

*Look at the documents on the previous page again and complete the following chart:*

| Structure           | Document number(s) | Features of the document(s)   |
|---------------------|--------------------|---|
| Procedure to follow | 2                  | This text is a recipe. It follows the order of the steps to be taken. To show that, the text has numbers, from 1 to 4, which avoids having to use words like <i>first, next, then, finally</i> , etc. Each paragraph is devoted to one step of the recipe, which makes for greater clarity and easier reading while you are following the recipe.   |
| Enumeration         | 1                  | This text gives the list of ingredients needed to make a recipe and the quantities required. For each quantity and ingredient, a separate line is used, which lends clarity to the list. Thus, there is no need for words like <i>as, and, too, also, as well as</i> , etc.   |
| Description         | 3                  | Document 3 is a newspaper or magazine article. It is presented in one column with a clearly visible headline. The text describes an event that happened one Thursday afternoon. It is divided into 3 paragraphs: the first announces the event (an old man fell into a lake), the second explains what happened exactly (his dog and some neighbours saved him) and the third gives a result: a reception at the town hall.   |
| Argumentation       | 4 and 5            | Message 4: this is a tract calling for a strike. The text gives a series of arguments: the causes and the consequences, using words like <i>given that, it is true, moreover, consequently</i> , which give structure to the message.<br>Message 5: this is a letter of complaint. The text describes the situation, and the consequences and demands compensation, using words such as <i>but, therefore, consequently</i> . |

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**Readers' opinions**

**Recipes and useful tips**

**Readers' experiences**

**Useful addresses**

You are in charge of filing the letters and emails. The messages received must come under one or other of the 4 columns. Before classifying them (next exercise), you must place the columns in the right category according to content.

| Structure of the message | Magazine column | Why? |
|--------------------------|-----------------|------|
| Procedure to follow      |                 |      |
| Enumeration              |                 |      |
| Description              |                 |      |
| Argumentation            |                 |      |

**Look at the answers for C3 / 14-2.3**

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| Structure of the message | Magazine column          | Why?  |
|--------------------------|--------------------------|---|
| Procedure to follow      | Recipes and helpful tips | The readers explain, in order and step by step, their recipes and their useful tips in any particular field.                                  |
| Enumeration              | Useful addresses         | Here we find a list of useful addresses, therefore enumeration.   |
| Description              | Readers' experiences     | Here the readers will recount anecdotes or events they have experienced. They will therefore describe the facts, places and people concerned. |
| Argumentation            | Readers' opinions        | The readers argue for or against something, they give their opinion and their reasons.  |

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| Magazine column         | Name of the author of the message |
|-------------------------|-----------------------------------|
| Recipes and useful tips |                                   |
| Useful addresses        |                                   |
| Readers' experiences    |                                   |
| Readers' opinions       |                                   |

**Look at the answers for C3 / 14-2.4**

*Messages received from readers, week beginning 11 June.*

Mrs Rose Lemington, Bury

I'd like to say how angry I get when I see the media setting the public against the young people in our inner cities. I retired three years ago, and since then, I have been helping the young people on our estate with their schoolwork in the evenings. They come to me whenever they feel they need help. I am always available from 5 to 7 every weekday evening. Well I can tell you that I have always been delighted with these young people! Whether they be black, white or yellow, they're all interesting young folk.

I would like people to stop incriminating the inner city youth for all our problems!

Gloria Grigson, Lincoln

To the reader who was asking what homeopathic medicine to take for a sore throat, I can recommend Euphrasia Officinalis 5 CH, to be taken (3 granules under your tongue) as soon as you feel the slightest suspect tickling of the throat. The sooner you start taking it, the more efficacious it is! I take 3 more granules 3 hours after the first dose, and my sore throat has gone!

Aileen Campos, by email

I'm living with a vampire. Yes, would you believe it! For the last few nights, I've been woken up at the same time by very strange noises, difficult to identify, coming from the attic. As I'm no coward, I ended up going to see what it was ... A family of vampires was installed there! In fact, it's a special type of bat. I'm not at all afraid of them! I'm letting my tenants carry on squatting my attic!

Sally Anston, Newcastle

Each time I eat radishes, I never throw away the leaves. I make an easy, economical, and above all delicious side dish! I blanch the leaves and then drain them well. Then I brown some garlic in butter or olive oil. I add the radish leaves. Serve piping hot!

Adrian Luciano, Portsmouth

I've tested a certain number of sites where you can buy books off Internet. The ones that offer the best choice and the best search engine are in my opinion: Bookshop.com  
allbooks.co.uk  
easy-books.net  
yourbooks.com  
bookchoice.co.uk

Mrs E. Slatik, Belfast

I'm all for organic food, but it's so expensive! Sometimes you pay twice the price of something produced industrially using chemical fertilisers, pesticides, nitrates, etc. So what can we do? We're told all the time to eat more vegetables! But they're full of chemicals. Does that really prevent cancer???

But if we all buy organic, prices will end up going down naturally. So I suggest we buy less (we all waste too much anyway!) but buy organic.

Jim Auburn, Exeter

In your food feature last month, you mentioned restaurants in different large towns.

My town is perhaps not that big, but I can give you the names of some places where you will be sure to find delicious food:

- The Lake Inn
- Gastronomer's Paradise
- Luka's
- The Dancing Bear
- Eastern Palace
- Ming Yong

Andrew Schlechter, by email

What can we do for our elderly folk? That was the subject of your article in the April edition. Well, here's a nice story for you story. Two days before Christmas, my wife and I met an elderly lady coming out of the Post Office, with her small dog under her arm. We got talking about her dog and we discovered that she lived alone and was going to spend Christmas on her own in front of her television set, as she did each year. So we invited her to share our meal and our day. She told us she hadn't had such a happy time for years.

Gerard Tanz, Birmingham

Sweet chestnuts are delicious, but they don't keep well and the season is short. But I have a tip: just slit the skin of the freshly-picked chestnuts and freeze them! Take them out as and when you want them and roast them still frozen. They keep all their flavour and are as tender as ever.



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| Magazine column         | Name of the author of the message             |
|-------------------------|---|
| Recipes and useful tips | Sally Anston<br>Gloria Grigson<br>Gerard Tanz |
| Useful addresses        | Jim Auburn<br>Adrian Luciano                  |
| Readers' experiences    | Andrew Slechter,<br>Aileen Campos             |
| Readers' opinions       | Mrs Rose Lemington<br>Mrs E. Slatik           |