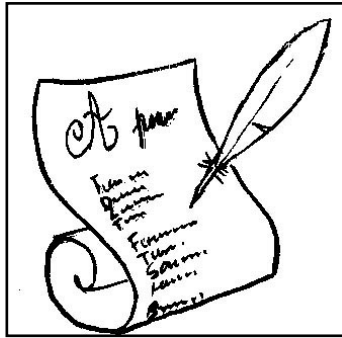


<i>900 exercises in vocational communication</i>	Notes for teachers	D2 / 24
<i>General aim</i>	D: Compose a written message	
<i>Level of difficulty</i>	2	
<i>Intermediate aim</i>	2: Organise and structure a message	
<i>Operational aim</i>	4: Construct a plan from given elements <ol style="list-style-type: none"> 1. Structure by enumeration 2. Structure to present a problem 3. Structure to demonstrate or argue 4. Chronological structure 5. Structure in stages 6. Thesis – antithesis – synthesis type structure 	
<i>Pre-requirements</i>	Ability to write semi-complex sentences	
<i>Number of exercises</i>		
<i>Summing-up exercise</i>		
<i>Comments</i>		



To make yourself understood and to be very clear, you must choose the **ORDER OF APPEARANCE** of your information. You must also be very precise.

Because of its structure, a letter, for example, can be perfectly comprehensible, or difficult to understand, or confusing or... totally incomprehensible!

"Make a plan before writing" is not just a homework exercise that we ask pupils to do in an English lesson. A plan, order and organisation are also essential in daily life.

Pass on to others an idea, a point of view, an explanation or even just a piece of information, that is **COMMUNICATING**, orally or in writing.

In this module, we will look at several ways of structuring a message. Of course, there can be others ...

An example will be given each time. An exercise will follow on from this example.

GO TO THE NEXT PAGE

1. Give enough details

My colleague has been away for a week. On his return, I ask him:

"Will you be there for the delivery?"

What can he possibly understand by this message? Nothing! He does not know:

- Where this "delivery" will take place
- When it will take place
- What is being delivered
- If someone other than him is available to receive it

For him to understand my message and be able to answer, I could say it, for example, in this way:

We are expecting a delivery in the office of a photocopier on Thursday morning between 10 and 12. I will be away on that day. Could you possibly be there to receive the deliverymen and get some explanations on how the machine works?

The plan of my message is therefore as follows:

- Where we are expecting a delivery
- What is in the delivery
- When it will be delivered
- Why my colleague has to be present; what he will have to do for this delivery

GO TO THE NEXT PAGE

<i>900 exercises in vocational communication</i>	Exercise	D2 / 24 – 1.2
		Eval.:

You go into the office of one of your colleagues to ask her to have lunch with you. But before you speak, she says:

“Can you check the invoice for me, I’ve only got 20 minutes for lunch today?”

You are quite willing to do this, as you have more time than she does, but you don’t know anything about it ... What information is missing?

Reformulate your colleague’s question adding the necessary information.

Look at the suggested answers for D2 / 24 – 1.2

You go into the office of one of your colleagues to ask her to have lunch with you. But before you speak, she says:

“Can you check the invoice for me, I’ve only got 20 minutes for lunch today?”

You are quite willing to do this, as you have more time than she does, but you don’t know anything about it ... What information is missing?

You need to know:

- if the invoice is to be paid or to be sent
- what products it concerns
- the amount of the invoice
- who it is addressed to if it has to be sent to a client

Reformulate your colleague’s question adding the necessary information.

“I’ve only got 20 minutes’ lunch break today. Could you check this invoice for me? It’s for the consignment of 12 sets of tables “Versailles” at 129 € for the shop “De Luxe Tables”, 25 Shrewsbury Street in Albrighton.”

In fact, there is so much information to pass that it would have been almost as quick for your colleague to check it herself!

The structure of a text can consist in enumerating or listing a succession of objects, events or facts.

Objects... for example:

The different departments in a department store, with a list of what you can buy there

- furniture: kitchen, bathroom, office, living room, beds, curtains
- clothing: men's, women's, children's
- decoration: plants, tablecloths, paintings, vases, tableware
- etc.

Or what a tourist site has to offer:

- hotels
- restaurants
- sites to visit
- transport
- nearby shops
- museums
- sports facilities
- etc.

Events, for example:

Events that will take place in a town in July:

- cross country races
- circus
- concerts
- firework display
- etc.

Or facts, for example:

Rise or fall in criminality in a town:

- theft
- rape
- burglary
- fraud
- GBH
- etc.

GO TO THE NEXT PAGE



You are visiting a house that you want to buy (or rent). Imagine the house (of your dreams, for example) and note down what you see as if you were doing the visit. The different “objects” could be, for example, the house itself, seen from the outside, the inside on the 1st floor, the ground floor, the basement, with perhaps the garage and a cellar, and the garden. It’s up to you!

Look at the suggested answers for D2 / 24 – 1.4



You are visiting a house that you want to buy (or rent). Imagine the house (of your dreams, for example) and note down what you see as if you were doing the visit. The different “objects” could be, for example, the house itself, seen from the outside, the inside on the 1st floor, the ground floor, the basement, with perhaps the garage and a cellar, and the garden. It’s up to you!

House – South-west facing. 156 m² on 2 levels plus basement. Stone and brick facade. Large bay windows, 2 French doors.

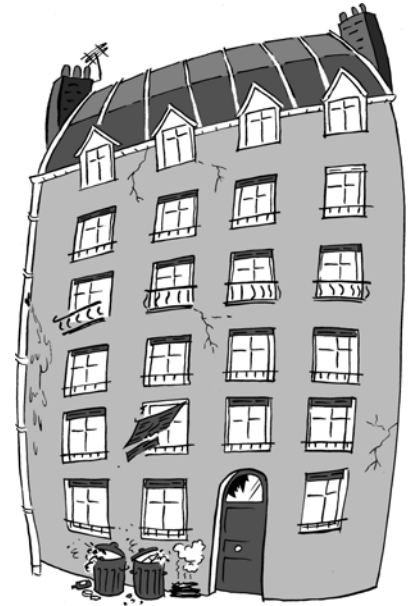
Ground floor – a big sitting- dining room with a fireplace, 2 bedrooms, a large kitchen leading to the garden, a bathroom, separate toilet.

1st floor – 3 bedrooms, a shower room with toilet, a huge walk-in cupboard, with an attic above.

Basement – double garage, large cellar divided into 3 rooms.

Garden - to the southwest of the house, about 600 m², trees, shrubs, a lawn, 2 gravel paths, a patio of about 15 m² in front of the sitting room.

You live in a very run down building. With the other tenants, you are making a petition. You would like the owner to make repairs and do some building work. Write the different aims of this petition imagining the building or using the one in the picture as inspiration.



Petition

Look at the suggested answers for D2 / 24 – 1.5

You live in a very run down building. With the other tenants, you are making a petition. You would like the owner to make repairs and do some building work. Write the different aims of this petition imagining the building or using the one in the picture as inspiration.



Petition

The tenants of the block of flats at 11 Fairchild Street in Wolverhampton have decided to appeal to Mr Gray, owner of the same, to demand the following works and repairs:

- repairs to the outside wall which is cracked.
- setting right the balcony on the third floor.
- replacement of the sunshade on the first floor.
- replacement of the glass in the front door, which has been broken for three months.
- repairs to the leaking gutter.
- replacement of the two dustbins.

Please find enclosed a page containing the signatures of all the tenants.

A message can be intended as an argumentation or a demonstration.

For example, in the case of a letter of complaint, the structure of the message could be as follows:

Describing the situation:

For example you have received an order

“I have just received delivery of my order no. YP208.”

Describing the problem:

The delivery does not correspond to the order

“However, the goods I received are not the ones I ordered.”

Consequence:

The error must be put right:

“Therefore, I would be grateful if you could send me the goods I ordered and take back those that were delivered by mistake.”

Certain words can greatly help structure the type of message.

Words such as: *however, moreover, nevertheless, ...* show the description of a problem or an idea in a given situation.

Words such as: *therefore, consequently, accordingly...* show a request for a solution to a problem or the advantage of the idea presented.

GO TO THE NEXT PAGE

The same structure can be used to put forward an idea, to make a suggestion, or a proposition:

Here is an example:

A shop puts a “suggestion box” at the disposal of its customers. You have an idea to suggest and you write a message to put in this “suggestion box”.

Description of the situation:

You very much appreciate a department store near you which offers a good choice of products at reasonable prices.

“I greatly appreciate your shop, as it offers a good choice of products at very reasonable prices.”

Description of the idea:

The till is at the back of the store, which obliges the clientele to cross the whole store, often with heavy or bulky bags, which can hinder the general movement of other people. You suggest that they move the till nearer to the exits.

“However, I am personally a little bothered by the fact that the till is right at the back of the store, which obliges the clientele to cross the whole store, often with heavy or bulky bags. It hinders the general movement of the other people.”

Consequence:

You suggest placing the checkout nearer the exit.

“Consequently, I suggest that you move the till nearer the exit of the shop.”

GO TO THE NEXT PAGE

You have just received an invoice for repairs done to your home. But there is a problem: the number of hours charged exceed the total number of hours actually worked, and you were on the spot all the time to check. You ask the invoice to be redone.

Write a letter or an email to inform the firm that did the work.

Look at the suggested answers for D2 / 24 – 2.2

You have just received an invoice for repairs done to your home. But there is a problem: the number of hours charged exceed the total number of hours actually worked, and you were on the spot all the time to check. You ask the invoice to be redone.

Write a letter or an email to inform the firm that did the work.

Here is a text in the form of a letter:

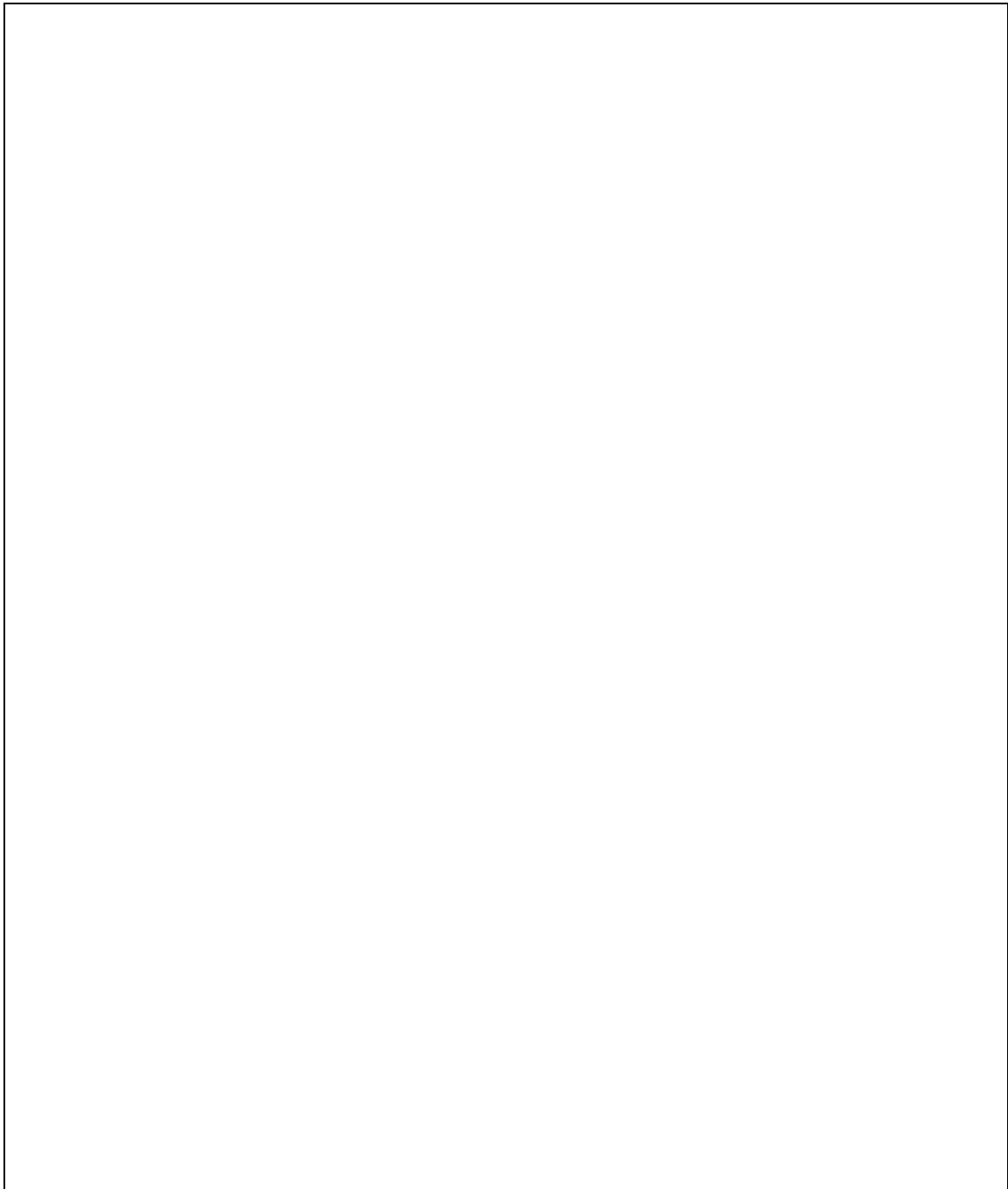
<p><i>GROSSEC LTD. Invoicing Department</i></p> <p><i>Dear Sir or Madam,</i></p> <p><i>I have just received your invoice concerning repair work done at my house on 2 September. I see that the time your employee spent doing the work is estimated in your invoice at 5 hours.</i></p> <p><i>It just so happens that I was at home all the time these repairs were being done and I can guarantee that your employee only spent 3 hours at my house.</i></p> <p><i>Consequently, I would be very grateful if you could send me by return an invoice for an amount that corresponds to the work actually done.</i></p> <p><i>Yours faithfully,</i></p>	<p><i>25 Wendover Street, Aylesbury, BUCKS HP20 5LJ</i></p> <p><i>11 September 2007</i></p> <p><i>Grace Love</i></p>
---	--

And here is the same text in email form:

<p>Message sent on 11/09/07 at 13:24 From: "Grace Love" To: grossec@netty.net.co.uk Subject: Facture n° 1538</p> <p>Dear Sir or Madam.</p> <p>I have just received your invoice concerning repair work done at my house on 2 September. I see that the time your employee spent doing the work is estimated in your invoice at 5 hours.</p> <p>It just so happens that I was at home all the time these repairs were being done and I can guarantee that your employee only spent 3 hours at my house.</p> <p>Consequently, I would be very grateful if you could send me by return an invoice for an amount that corresponds to the work actually done.</p> <p>Regards, Grace Love</p>

You have just subscribed to a list on Internet to stop you from receiving all the ads that invade your inbox. After several days, you notice that you are still receiving the ads and unwanted messages.

Write a letter or an email to inform the company NO-SPAM who sold you the subscription.



Look at the suggested answers for D2 / 24 – 2.3

You have just subscribed to a list on Internet to stop you from receiving all the ads that invade your inbox. After several days, you notice that you are still receiving the ads and unwanted messages.

Write a letter or an email to inform the company NO-SPAM who sold you the subscription.

<p style="text-align: right;"><i>7 Gwendor Road, London, SW 2 7JS</i></p> <p><i>NO-SPAM LTD. Sales Department</i></p> <p style="text-align: right;"><i>9 July 2007</i></p> <p>Dear Sir or Madam,</p> <p>Last week I took out a year's subscription to NO-SPAM including one week free. All unwanted messages should have been blocked as from the first day.</p> <p>As it happens, for the last week, I have received at least two or three spam messages every day.</p> <p>I can see that your system is not at all efficient and as a result I would like to cancel my subscription. I would like this to take effect immediately.</p> <p>Yours faithfully,</p> <p style="text-align: right;">Daniel Pearson</p>
--

And here is the same text in email form:

<p>Message sent on 19/08/07 at 17:34 From: "Daniel Pearson " To: no-spam@netty.net.co.uk Subject: Faulty system</p> <p>Dear Sir or Madam,</p> <p>Last week I took out a year's subscription to NO-SPAM including one week free. All unwanted messages should have been blocked as from the first day.</p> <p>As it happens, for the last week, I have received at least two or three spam messages every day.</p> <p>I can see that your system is not at all efficient and as a result I would like to cancel my subscription. I would like this to take effect immediately.</p> <p>Best regards,</p> <p>Daniel Pearson</p>
--

The new TV channel VISIOTEL launched its programmes a month ago. It is doing an email survey among the viewers to find out what they think. You like most of the programmes that this channel broadcasts, but you have one or two suggestions to make.

Write your email.

Message sent on 24/12/07 at 19:22
From: "Frank Lemmon"
To: Visiotel@television.co.uk
Subject: Suggestions

Look at the suggested answers for D2 / 24 – 2.4

The new TV channel VISIOTEL launched its programmes a month ago. It is doing an email survey among the viewers to find out what they think. You like most of the programmes that this channel broadcasts, but you have one or two suggestions to make.

Write your email.

Message sent on 24/12/07 at 19:22

From: "Frank Lemmon"

To: Visiotel@television.co.uk

Subject: Suggestions

Hello. I would like to congratulate you on your initiative. Asking the viewers for their opinions and being prepared to take them into account is an excellent beginning. I wish your channel the very best of luck. I enjoy the programmes that you broadcast.

However, I would suggest putting the films for children on Friday evenings instead of Mondays.

As a result, the children would be able to enjoy the film because they can stay up on Friday evening, as they don't have school the next morning. The parents would be more likely to allow the children to stay up late too.

I hope you will take note of my proposition, which concerns the younger viewers, whose loyalty it would be useful to obtain.

Best regards,
Frank Lemmon

A message the order of **time**.



This time can be expressed by dates or hours in chronological order or inverse chronological order.

Chronological order (from the most recent to the oldest), for example when presenting events:

- June 11 ... talent show in the fork, 6pm.
- September 16... vintage car rally, Parker Square, 2pm.
- October 26... treasure hunt, village green, 4pm.

Inverse chronological order (from the oldest to the most recent), for example, on a curriculum vitae:

- July 2005 – GCSEs
- July 2006 – First aid certificate
- July 2006 – NVQ level 1 tourist guide
- September 2006 to July 2008 – tourist guide in several cities in the south west

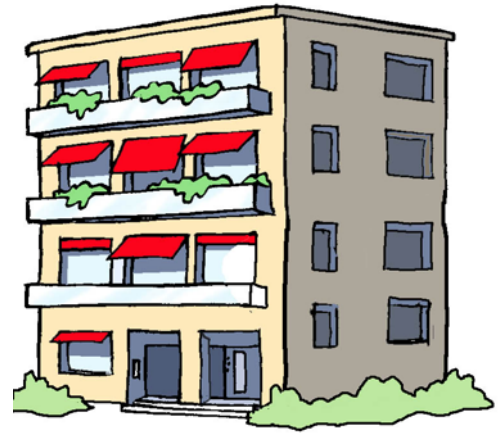
This time can also be expressed using words that indicate the moments, such as:

Before... now... afterwards
Previously... now... then
First... then... finally

The choice of structure, when possible, allows you to situate the events or better understand their progression or their interaction.

GO TO THE NEXT PAGE

You have had water damage because the neighbour's washing machine has overflowed several times. Fill in the insurance claim form for the "description of the damage" explaining the facts in chronological order.



Insurance Claim

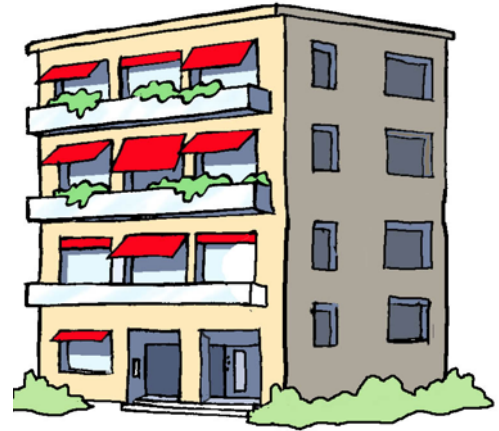
Type of claim: *flood damage*

Address where the damage occurred: *42 Terrence Street, Birmingham*

Description of the damage:

Look at the suggested answers for D2 / 24 – 3.2

You have had water damage because the neighbour's washing machine has overflowed several times. Fill in the insurance claim form for the "description of the damage" explaining the facts in chronological order.



Insurance Claim

Type of claim: *flood damage*

Address where the damage occurred: *42 Terrence Street, Birmingham*

Description of the damage:

On March 3 I came home from work and noticed drops of water on the ceiling in my bathroom. At first I thought it was just condensation, as I had had my shower that morning and there was laundry drying in the room.

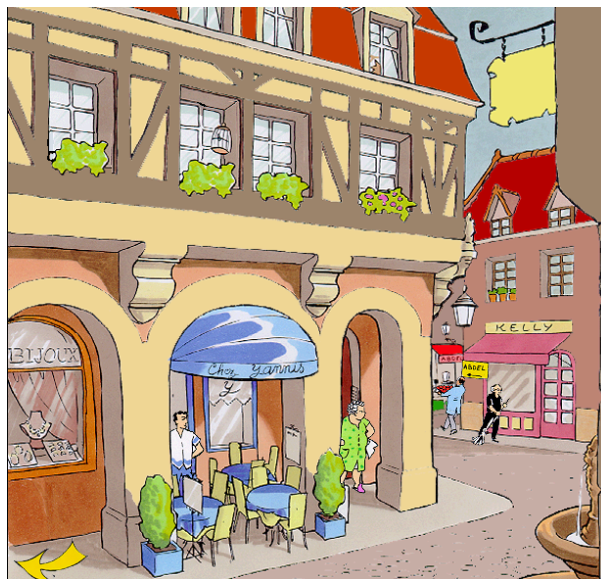
Three days later, on March 6, at 10 in the morning, I saw some drops of water, more of them and bigger, even though there was no reason for them in my bathroom. I telephoned the neighbour upstairs but he was away.

The following week, on March 12, at about 8pm, I saw that my tiles were wet and that water was dripping through the ceiling. I alerted my neighbour who then noticed that there was a pool of water under his washing machine.

At present, the paint on the ceiling in my bathroom is blistered and some pieces are peeling off.



You are writing a short article for the local paper. You are describing the festivities during the town fete. You write down the activities of the day in chronological order.



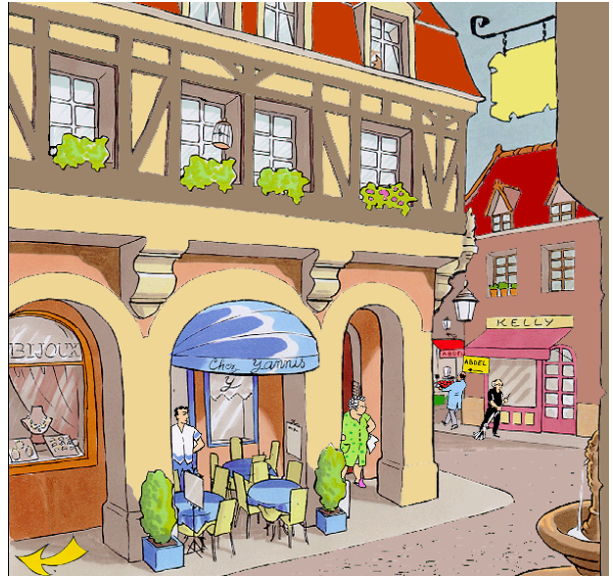
The Graphoville Gazette

The town fete festivities of 12 June

Look at the suggested answers for D2 / 24 – 3.3



You are writing a short article for the local paper. You are describing the festivities during the town fete. You write down the activities of the day in chronological order.



The Graphoville Gazette

The town fete festivities of 12 June

A fanfare awakening at 9 for the inhabitants of Graphoville with the Harmonium Brass Band parading through the main streets of the town. Everybody standing at their windows applauded the musicians and the majorettes to well-known songs and music hall favourites.

At 10 o'clock in the Europa Park, folk dances from many countries pulled the crowds around the podium that had been beautifully decorated for the occasion.

At lunchtime, local producers sold their regional specialities to the passers-by, and everyone enjoyed a delicious picnic lunch.

At 2pm, the afternoon began in music! Still on the podium, amateur singers came to try their luck and their performances were judged by the amount of applause. Three pupils from the Graphoville Technical College were the finalists. They won seats at the Music Hall in the capital to see the famous Michael Gardini.

At the end of the afternoon, the grand Nets contest took place on the cricket pitch. About 60 people took part and there were numerous prizes.

At 9 o'clock, half of the town went to the stadium to hear the long-awaited Stony Blackbird concert, which ended at 11pm with a magnificent firework display.

<i>900 exercises in vocational communication</i>	Exercise	D2 / 24 - 3.4
		Eval .:

The famous person whose short biography you are going to write here, could be YOU! And why not? Or a famous person that you really appreciate (singer, actor, sports person, etc.) or a historical character, or even an imaginary person. It's up to you...

You are going to write about the most important events in recent years of this person's life, in inverted chronological order. You will therefore start from the present and go back in time.

Look at the suggested answers for D2 / 24 – 3.4

The famous person whose short biography you are going to write here, could be YOU! And why not? Or a famous person that you really appreciate (singer, actor, sports person, etc.) or a historical character, or even an imaginary person. It's up to you...

You are going to write about the most important events in recent years of this person's life, in inverted chronological order. You will therefore start from the present and go back in time.

Stony Blackbird, the famous Franco-Australian singer, has just given a concert in the pretty little tourist town of Graphoville. It was part of his three-month grand tour of Europe.

Before delighting us with his latest compositions in the wonderful state of the art stadium in the town, Stony had performed in Sofia, Rome, Lisbon, Berlin, Namur and Athens, and finally in our capital city, where he met with unprecedented success.

You will remember that only last year Stony Blackbird had a very serious accident while paragliding down the most dangerous slope of Ben Nevis. It was a miracle that he survived at all, and only sustained two broken legs.

Stony, an indefatigable singer capable of holding the attention of an entire concert hall for over 4 hours non-stop, has always been a great sportsman. He was only 15 when he won the famous junior tennis tournament in Blueberry.

In fact, his parents wanted Stony to be a great sportsman and certainly did not expect the dazzling success he had as a singer. This was why, from his early childhood, he was enrolled in several sports disciplines at the same time, which did not prevent him from being an excellent scholar in primary school.

Born in October, Stony is a Libra and, as luck would have it, all his musicians are the same sign of the Zodiac as him!

Stony Blackbird seen by the illustrator Catherine Beaumont during his famous concert in Princeville



A message can indicate the order of actions to be followed.

To explain how a machine works, from the beginning to the end of its use, you can proceed step-by-step. Similarly to explain a recipe, how to make up a bed, how to start up a computer, and many other things!

The order of the actions can be expressed using words to indicate time, such as:

Before... now... afterwards
First... then... finally
At first, next, at the end
Etc.

The choice of structure, when possible, allows you to understand exactly what is to be done.

It can also help you not to forget anything!

Here are the notes taken by Josh, who is going to look after his friend Usman's flat while he is away. It is winter and Josh will probably arrive at his friend's flat at about 8.30 pm.

First, go to the neighbour's flat on the ground floor to get the key (before 10pm as she goes to bed early).
Then open the letterbox and take out the post, but throw away all the junk mail in the bin in the yard.
When you get into the flat, open the door of the kitchen cupboard and switch on the electricity meter. After that, turn the gas lever to the right. It's opposite the electricity meter.
Then go into the toilet and turn on the mains water tap.

You are going to underline all the words that indicate the timing of the actions.

GO TO THE NEXT PAGE



You are going to choose a machine or appliance (computer, lecteur de DVD, mobile phone, dishwasher, washing machine, microwave oven, etc.) and explain to your great aunt how to start it.

Look at the suggested answers for D2 / 24 – 4.3



There you are, Auntie Rosie, this is how you can look at your emails with my computer. Of course you can do it!

First, you switch on the “tower” which is there on the floor. You press this button and you see the green light come on.

Then you switch on the screen by pressing this button in the middle. Another green light comes on.

Then you take the mouse and you click on “Start”.

Now, you see a series of programmes appear on the screen and you click on “Electronic mail”. The page opens and you can consult your emails...

To do that, you first have to click on “Send / Receive”. You wait a bit and you see one or more lines with the names of people who have written to you. Finally, to see what they have written, you click on the title of the message. So there you are, you can try it! I’ll send you a message tomorrow when I’m at the seaside, and even a photo! Yes, even a photo! But I’ll explain how to print it another time.



You are going to explain to your young cousin how to make himself something easy to eat.
You can also choose to explain to him how to do some DIY in the house.

Look at the suggested answers for D2 / 24 – 4.4



You are going to explain to your young cousin how to make himself something easy to eat. You can also choose to explain to him how to do some DIY in the house.

Now listen, Leon, you are going to make your own lunch today. Look, I've cooked two potatoes and some green beans for you. I've put them in a dish that can go in the microwave. All you need to do is reheat them. To do that, just open the microwave oven by pressing this button. Then you put the dish in the oven. After that, you close the oven door and turn the timer knob to 4 minutes.

When that is done, you turn on the electric burner under the frying pan I have prepared for you. I've already put the oil in, look. You put the burner on to no. 4 too. Then you take two eggs and use a fork to break them into the pan. Just tap them on the sides with the fork. Of course, you have to do this over the pan so that the eggs slide into it! And don't forget to put the shell in the bin.

Wait for about a minute. When the eggs start to sizzle, turn off the heat. By this time, the vegetables will be hot and you can serve it all onto this plate. There you are. Can you repeat all that to me in the right order?

A message can be structured to show the arguments **FOR** and **AGAINST** something.

Example:

You are doing a survey among your friends to find out if they want to go to the Phoenix. Here are the answers you obtained:

YES: because it's the place to go, it's good fun, the music is good, it's not too expensive, the DJ is great, there's plenty of room to dance and sometimes there's live entertainment.

NO: because it's too far from the town centre and we haven't got enough cars, the music is really too loud, there's too much smoke, it opens too late and the so-called comic entertainers are stupid.

Conclusion: the opinions are very divided, it would be better to try and find a place that everyone likes!

GO TO THE NEXT PAGE

<i>900 exercises in vocational communication</i>	Exercise	D2 / 24 - 5.2
		Eval .:

You are doing a survey with all the people in your neighbourhood to see what they think of a new project. This project consists in refusing access to all vehicles in the town centre during weekends and bank holidays.

Note down the different opinions you have found, and give your conclusion.

If you can't actually ask the people in your neighbourhood, you can just ask your relatives, your friends, or the people in your class.

Look at the suggested answers for D2 / 24 – 5.2

You are doing a survey with all the people in your neighbourhood to see what they think of a new project. This project consists in refusing access to all vehicles in the town centre during weekends and bank holidays.

Note down the different opinions you have found, and give your conclusion.

If you can't actually ask the people in your neighbourhood, you can just ask your relatives, your friends, or the people in your class.

***FOR:** 8 people. Most common arguments: at last we'd be able to walk about easily. We could take the bus or the tram to go shopping without worrying where to park. There would be less noise for the residents in the town centre and they would actually be able to rest on bank holidays. There would be much less pollution. It would be a small effort against global warming. We could at last use a bike without being afraid of getting knocked down by a car.*

***AGAINST:** 8 people! Most common arguments: impossible to do a big shop without a car: how would you carry the entire contents of a shopping trolley? The pedestrians would not even benefit from the pavements and roads, as if there were no cars, there would be bikes, roller skaters, scooters and other fools on wheels who never look where they're going. If people could walk everywhere in the town centre, we'd be walking in a lot more dog do! Perhaps taxis could be allowed. And what about ambulances? How would they manage to force their way through so many pedestrians on the roads?*

***CONCLUSION:** The opinions are divided, equally! Perhaps it would be possible to refuse access to vehicles in the town centre every other weekend.*

A member of your family would like to transform his restaurant into a vegetarian restaurant. They have asked you to ask the opinions of the people who often have go to restaurants during their lunch break, to find out if they would go to this restaurant. You stand outside the local restaurants between 1.30 and 2.30 and you put the question to the people who come out.

Note down the different opinions obtained and give your conclusion.

If you can't actually ask the people in your neighbourhood, you can just ask your relatives, your friends, or the people in your class.

Look at the suggested answers for D2 / 24 – 5.3

A member of your family would like to transform his restaurant into a vegetarian restaurant. They have asked you to ask the opinions of the people who often have go to restaurants during their lunch break, to find out if they would go to this restaurant. You stand outside the local restaurants between 1.30 and 2.30 and you put the question to the people who come out.

Note down the different opinions obtained and give your conclusion.

If you can't actually ask the people in your neighbourhood, you can just ask your relatives, your friends, or the people in your class.

FOR: 13 people. Most common arguments: *It would be a nice change. It's better for you. Animals for slaughter are too badly treated. If there were more vegetarian restaurants, there would be fewer battery systems for breeding animals. Anyway, we eat too much meat, it's bad for you. If everybody was vegetarian, there would be enough food for everyone on Earth.*

AGAINST: 11 people! Most common arguments: *I couldn't live without meat, I love it. A meal without meat is just not a meal. We are omnivores so we have to eat meat. Without meat we wouldn't have enough protein, and we'd be ill. Vegetarianism is just a passing fad. It won't last.*

CONCLUSION: *The opinions are divided. Maybe we could open a restaurant that is mainly vegetarian, but that also offers some meat and fish dishes, at the beginning at least, to attract enough clients.*

You have just done a two-month placement in a supermarket. You worked in several different sections during the two months (for example checkout, stocks, restocking, labelling, reception, etc.). You were able to get a good idea of how a supermarket and its clientele works. You now have to prepare an activity report. You have been asked several questions. You must fill in the questionnaire taking care with the structure of your answers.

1. Which posts did you work in? (Chronological order)

From 1 to 15 June: restocking
From 16 to 30 June: checkout
From 1 to 15 July: stock and labelling
From 16 to 31 July: reception

2. What are your impressions for each post? (Structure by objects)

Restocking: uncomplicated post. You have to be methodical, attentive and concentrate well.

Checkout: I sometimes found it difficult to be quick enough during peak periods.

Stock and labelling: Calculating the stocks was interesting, but labelling was monotonous and not always easy to do when the store was crowded.

Reception: It was sometimes difficult to deal with complaints from people who had no respect whatsoever for the employees.

3. What improvements would you suggest? (Structure for a demonstration)

The store was well equipped, pleasant to walk in and offers a wide range of products, **However**, at certain times the checkouts were overloaded whereas some employees on labelling or in the stockroom didn't have much to do. I would **therefore** suggest that these employees come to help on the checkouts by helping the customers to pack for example. That would save time, as some customers take a very long time packing their purchases.

4. How did you proceed when you had to deal with a customer complaint? (Step by step explanation)

First of all I listened patiently to the customer, then I offered to try and solve the problem. Then I helped them if necessary to do whatever was needed (exchange, reimbursement or whatever). Finally, if the store was at fault (defective or spoiled goods), I offered a 10-euro voucher to keep the customer.

5. You worked at a checkout reserved for the first time for customers who had the store card. What were the reactions of the customers when they came to this till? (FOR/AGAINST structure)

Most of the customers were FOR this special checkout as there were fewer people and the use of the card at the till gave them a 3% discount on all their purchases, which was greatly appreciated.

Some customers were AGAINST it as they felt they were being manipulated by the store. Others were not happy as they had not seen or understood that the checkout was reserved and had to queue at another checkout.

In conclusion, this checkout is a good idea and should be maintained, but we should allow customers who go there by mistake to pay for their goods without of course giving them the 3% discount, and letting them know that in the future they would not be able to pay at this checkout.