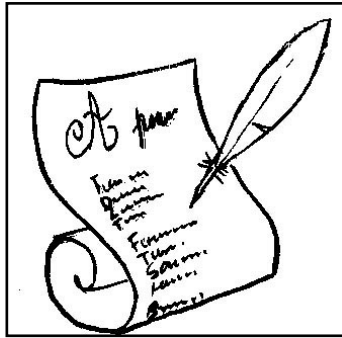


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|--|---|----------------|
| <i>900 exercises in vocational communication</i> | Notes for teachers | D2 / 33 |
| <i>General aim</i> | D: Compose a written message | |
| <i>Level of difficulty</i> | 2 | |
| <i>Intermediate aim</i> | 3: Organise and structure a message | |
| <i>Operational aim</i> | 3 Write a message from a given plan. | |
| <i>Pre-requirements</i> | Ability to write semi-complex sentences | |
| <i>Number of exercises</i> | 6 | |
| <i>Summing-up exercise</i> | D2 / 33 – 1.7 | |
| <i>Comments</i> | A number of fairly different subjects are proposed for the learners to choose from. They should not feel they have to work on a subject that they do not like to deal with. | |



To make yourself understood clearly, you have to choose a **LOGICAL ORDER** for your information. You also have to be precise.

Just by its structure, a letter, for example, can be perfectly easy to understand, or fairly difficult, or... totally incomprehensible!

"Make a plan before you write" is not just another exercise that pupils are asked to do in an English lesson. Plans, order and organisation are also essential in everyday life.

Transmitting to others an idea, a point of view, an explanation or even some simple information, means knowing how to **COMMUNICATE**, both orally and in writing.

In this module, we ask you to write different types of texts (letters, e-mails, petitions, newspaper articles) from a plan. The plan will be given. If you want to practise constructing a plan, look at module D2 / 24.

GO TO THE NEXT PAGE

In your block of flats, your neighbour plays the trumpet every evening between 10pm and midnight... You have already told him twice that this disturbs you, and you have banged on the wall, but to no effect. Before lodging an official complaint, you send him a registered letter. This proves that you have tried to solve the problem amicably.

You think about what you are going to write and you make a plan for your letter. Here is what you could write:

Plan

Present the situation

Problem

- *first attempt*
- *second attempt*
- *wall*

Ways of solving the problem

- *play during the day*
- *play in a special room for practising*

Formal complaint if no success



And here is the **letter** that we could write following this plan:

To the attention of Mr Steve Diamond
20, Browning Street
Dawlish

20 Browning Street
Dawlish

10 May 2007

Dear Sir,

Every evening, without exception, you play your trumpet between 10pm and midnight. This has been going on for two months.

As your neighbour, I find it very disturbing to hear such music so late at night. As it happens, I have to get up every morning at half past six and I therefore always go to bed before midnight. You will easily understand that I cannot sleep while you are playing the trumpet.

I have already spoken to you about this once, when we met on the stairs. You stopped playing for two days. The following week I went to your flat to complain at 11.30pm but to no avail. Finally, I banged on the wall last night and you stopped for all of one minute!

I have nothing against music. On the contrary, but at reasonable hours! I am sure the problem could be solved with a little goodwill on your part. Perhaps you could play during the day (I regularly hear you leave at about midday and come back at around 6pm). Or perhaps you could play in a sound-proofed practice room. I have found out that at the County Hall they make this sort of thing available for free.

If unfortunately you choose to ignore my letter, I will be obliged to lodge a formal complaint at the local police station, but quite frankly, I would prefer to find a more amicable solution.

Sincerely,

Alex Henderson

Go to the next page

You want to write a letter to your town council. You would like to say that you are very pleased with the new pedestrian crossing in front of your house. You would also like to point out that a lot of school children cross the road on the crossing in Charlton Avenue. This avenue is wide, and the cars drive fairly fast as it is a main thoroughfare. One child was almost run over by a car last week, as was a mother with a pushchair. You suggest that it might be useful to put traffic lights in, where the pedestrian crossing is.

Here is a plan that you might follow:

Congratulate them for the crossing

Indicate the dangerous passage

- why it is dangerous

- 2 examples

Suggest traffic lights

Write the letter based on this plan.

Look at the suggested answers for D2 / 33 – 1.2

You want to write a letter to your town council. You would like to say that you are very pleased with the new pedestrian crossing in front of your house. You would also like to point out that a lot of school children cross the road on the crossing in Charlton Avenue. This avenue is wide, and the cars drive fairly fast as it is a main thoroughfare. One child was almost run over by a car last week, as was a mother with a pushchair. You suggest that it might be useful to put traffic lights in, where the pedestrian crossing is.

Here is a plan that you might follow:

Congratulate them for the crossing

Indicate the dangerous passage

- why it is dangerous

- 2 examples

Suggest traffic lights

Write the letter based on this plan.

10, Fountain Square
Gersham

Town Hall

17 October 2007

To the attention of Councillor P. Brighton

Dear Sir,

I was pleased to note that you have had a pedestrian crossing installed in front of my house, as it is indeed very dangerous to cross the road here.

I would like to point out another very dangerous place in my neighbourhood, which, in my opinion, is not well enough protected. It is on Churchill Road, where a lot of school children cross, as the school is quite near. There is a pedestrian crossing, but the road is so wide that a lot of cars drive too fast, thinking it is a main thoroughfare.

I recently witnessed two incidents which could have ended very badly. A child was nearly hit by a car last week, and a mother with a pushchair also had a near miss.

Might I suggest putting up traffic lights in this spot, in addition to the crossing?

Thank you very much for your attention.

Yours faithfully,

Julie Piggott

You ordered two “Cox’s Pippin” apple trees from The Garden Catalogue for your garden. They delivered 3 “Royal Gala” apple trees. You write a letter to complain and to ask them to take back the “Royal Gala”, send you the “Cox’s Pippin” ordered and reimburse the difference in price, without counting two deliveries. You would like to do the exchange before the end of the week because next Sunday a friend is coming to help you plant them.

You write the plan of what you are going to write, and then you write an email. Here is the plan:

Delivery does not correspond to the order for goods or quantity:

- *apple trees ordered*
- *apple trees received*

Request an exchange

- *Exchange the goods before Sunday*
- *Reimburse the difference in price*

Look at the suggested answers for D2 / 33 – 1.3

You ordered two “Cox’s Pippin” apple trees from The Garden Catalogue for your garden. They delivered 3 “Royal Gala” apple trees. You write a letter to complain and to ask them to take back the “Royal Gala”, send you the “Cox’s Pippin” ordered and reimburse the difference in price, without counting two deliveries. You would like to do the exchange before the end of the week because next Sunday a friend is coming to help you plant them.

You write the plan of what you are going to write, and then you write an email. Here is the plan:

Delivery does not correspond to the order for goods or quantity:

- *apple trees ordered*
- *apple trees received*

Request an exchange

- *Exchange the goods before Sunday*
- *Refund the difference in price*

To: thegardencatalogue@plants.com

From: sonya.silverton@netty.net

Sent: Sunday 22 March 07

Dear Sir or Madam,

Yesterday I received delivery of an order that I had placed with your company.

Unfortunately, the delivery does not correspond to my order, in terms not only of the items but also of the quantity.

I had ordered “Cox’s Pippin” apple trees, and I received “Royal Gala” instead.

I had ordered 2 and I received 3!

Consequently, I would be grateful if you could send me the trees that I ordered and take away the goods brought in error. I require this delivery very soon, as a friend is coming to help me plant them a week next Sunday.

I would also like to be refunded the difference in price between what I ordered and what I received, and I would greatly appreciate not being charged for the second delivery.

Regards,

Sonya Silverton

You want to send a polemical⁽¹⁾ article to the local paper about the people who govern certain countries. You have taken these notes for the structure of your article:

In many countries, corruption of and criminal charges brought against heads of state and politicians

- *they make the laws*
- *they do not feel they have to obey the laws*
- *the population has to obey the laws*

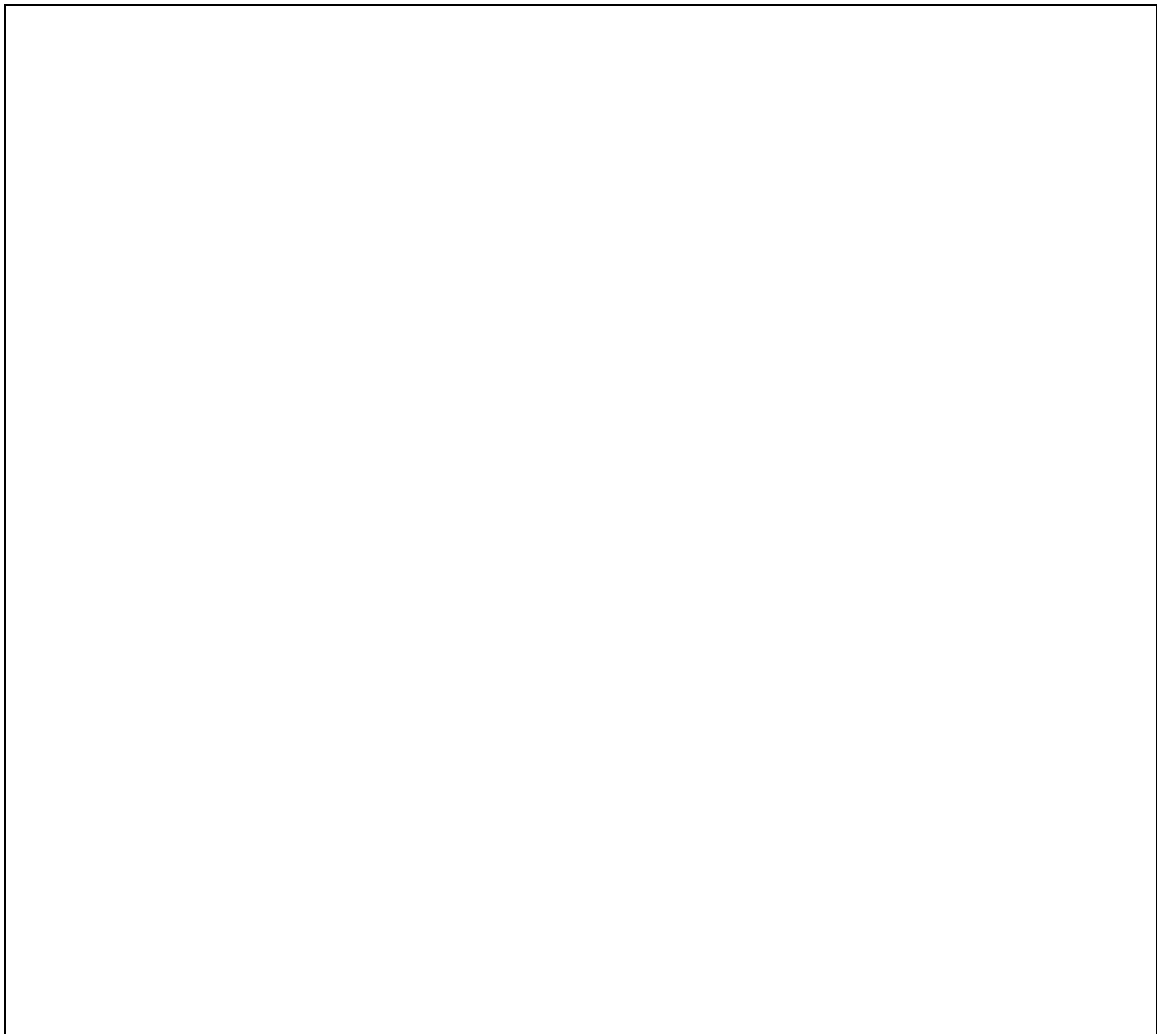
Can you demand something from other people that you do not do yourself?

Our heads of government should show an example.

Conclusion: no longer allow dishonest heads of state and politicians to run for office!

(1) This means controversial, when you take a stand for or against something and the subject leads to a discussion.

If this subject does not inspire you, you can choose another one in the same module.



Look at the suggested answers for D2 / 33 – 1.4

You want to send a polemical⁽¹⁾ article to the local paper about the people who govern certain countries. You have taken these notes for the structure of your article:

In many countries, corruption of and criminal charges brought against heads of state and politicians

- *they make the laws*
- *they do not feel they have to obey the laws*
- *the population has to obey the laws*

Can you demand something from other people that you do not do yourself?

Our heads of government should show an example.

Conclusion: no longer allow dishonest heads of state and politicians to run for office!

(1) This means controversial, when you take a stand for or against something and the subject leads to a discussion.

If this subject does not inspire you, you can choose another one in the same module.

Enough of corrupt politicians!

In many countries, the heads of state or politicians are dishonest... They deal in fraud, they are corrupt, they are criminally charged. And in the end, they get off lightly, they are cleared, and we forget all about them. And that does not prevent them from running again) for office, as if nothing had happened.

But they are our political leaders, the people who make the laws. Who else could make them?

And they are the same people who think they don't have to obey the laws that they have made, as if they were allowed, as if they were above their own laws!

But the ordinary population, absolutely has to abide by the laws, obey them, make sure they are obeyed, or have strict punishments, from fines to a prison sentence.

So we wonder what law authorises people to demand things of people that they do not do themselves?

And what is expected of a politician? That they show the example! If they don't, who will?

We should no longer allow dishonest politicians to run for elections! But who will make that law? Nobody, of course! So why not boycott those people, as all we have the power to do is not vote for them!

Five shops in Elm Tree Avenue have been closed for a long time. This gives your town a bad image especially for the tourists. What's more, it is the main shopping street. You would like to write a letter to the owner of these 5 shops to suggest decorating the windows with works of art created by local artists. You have made a plan for the letter. It only remains to write the letter and try to convince the owner.

*Situation: the 5 deserted shops
consequences:*

- bad impression for the tourists (main avenue)
- impression of a bad economic situation

Project: decorate the shop windows with works by local artists

- allows the artists to exhibit their works
- the works will not be for sale in the shops, which will remain closed
- help the artists to become better known
- improve the look of the avenue
- attracts the attention of the tourists

Ask the owner: authorise the exhibitions of works of art in his shop windows

Look at the suggested answers for D2 / 33 – 1.5

Five shops in Elm Tree Avenue have been closed for a long time. This gives your town a bad image especially for the tourists. What's more, it is the main shopping street. You would like to write a letter to the owner of these 5 shops to suggest decorating the windows with works of art created by local artists. You have made a plan for the letter. It only remains to write the letter and try to convince the owner.

Situation: the 5 deserted shops

Consequences:

- *bad impression for the tourists (main avenue)*
- *impression of a bad economic situation*

Project: decorate the shop windows with works by local artists

- *allows the artists to exhibit their works*
- *the works will not be for sale in the shops, which will remain closed*
- *help the artists to become better known*
- *improve the look of the avenue*
- *attracts the attention of the tourists*

Ask the owner: authorise the exhibitions of works of art in his shop windows

18, Elm Tree Avenue
Thursby

18 June 2007

Dear Sir,

It is always with regret that I pass in front of the 5 shops in Elm Tree Avenue (where I live) as I remember the time when their windows offered magnificent displays to tourists and passers-by. Unfortunately, for the last 2 years, these shops have closed one after the other. It is a great shame...

The windows and interiors of the shops are empty and gathering dust, ruining the look of this avenue. Its trees give it great charm, and it is the main road in the town, with the most shops and the most people. The town has many tourists, and this gives a bad image of the economy of the town.

For this reason, I would like to suggest decorating the windows of these shops, and perhaps the interior also, with works by regional artists. These small exhibitions would have many advantages.

It would allow the artists to exhibit their work.

It would not be another form of commerce, as the works will not be for sale, and the shops will remain closed. There would therefore be no investment on your part.

The exhibitions would bring the regional artists to the attention of the residents of the town and also to the tourists who pass through between June and October.

What better way to improve the looks of the avenue than with works of art!

Finally, the works of art would attract more tourists and other people living in the area, which would of course be economically beneficial.

The aim of my letter is therefore to ask your permission to install the works of art inside your shops. They would of course be removed as soon as you required, should you want to open another shop.

I hope this project meets with your approval and that you will agree to lend your premises to the artists.

Alice Desmond

You recently moved to a part of the town which is fairly underprivileged. The residents of the estate ask you to help them write a petition to send to the Town Council. They would like to set up a crèche in a small building. This building belongs to the Town and has not been in use for the last 3 years. You have begun by writing the plan of the petition. You are now going to write it on the next page. Don't forget to leave room for the names and signatures of the residents of the estate.

Plan of the petition

Situation: small building unused

- *was intended for office use*
- *never used*
- *empty for 3 years now*

Needs in the Poplars estate:

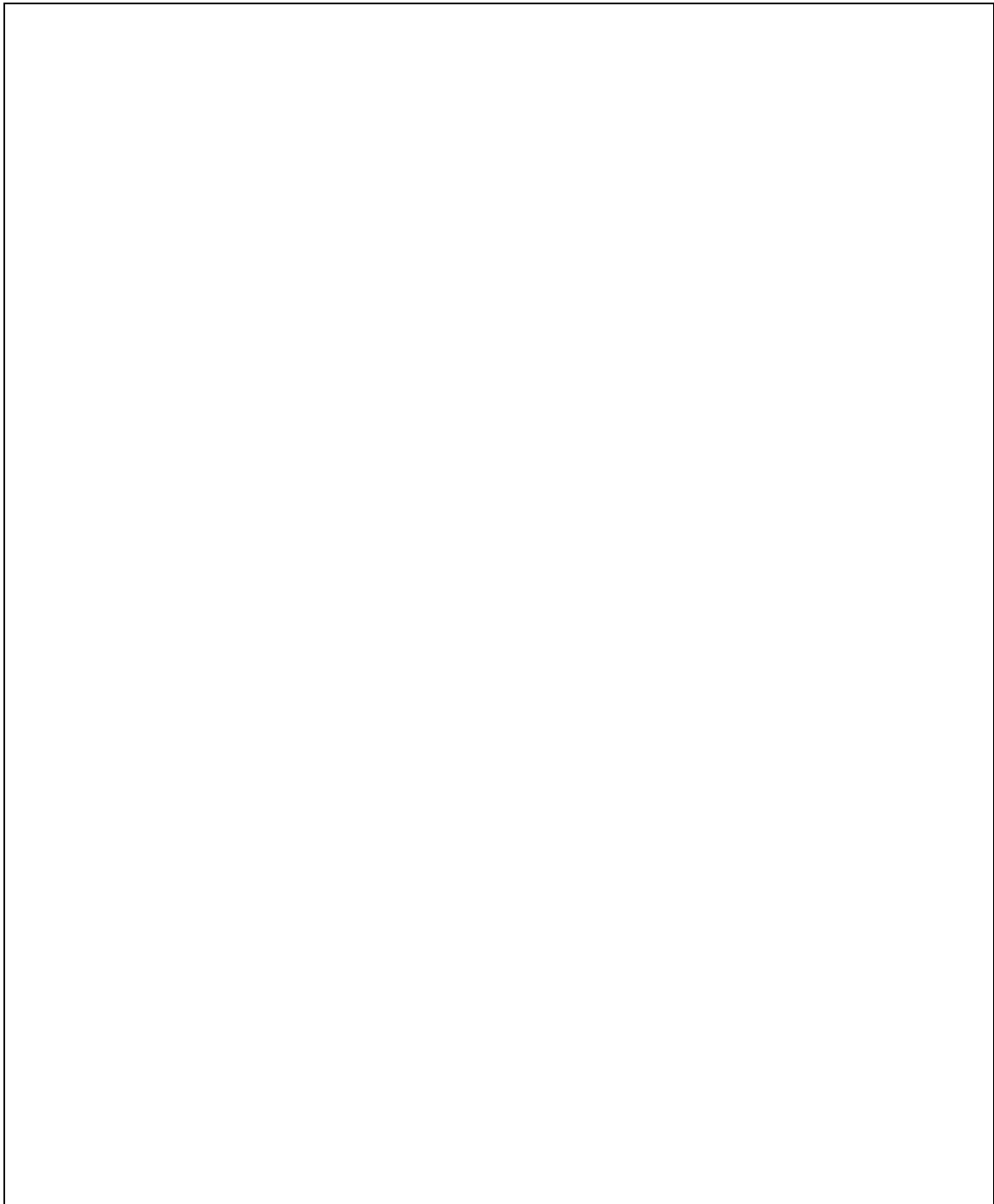
- *a lot of mothers who work*
- *a lot of single parent families*
- *problem for looking after children of pre-school age*
- *some mothers live in poverty as they cannot work because of the children*

Suggestion: transform the building into a crèche

- *not expensive*
- *would create jobs*
- *would allow women to work and improve their standard of living*

Write your petition on the next page

| | | |
|--|-----------------------------|----------------------|
| <i>900 exercises in vocational communication</i> | Exercise (Page 2) | D2 / 33 - 1.6 |
| | | Eval .: |



Look at the suggested answers for D2 / 33 – 1.6

To the attention of the Mayor and Town Council of Warlington

Petition

The residents of the Poplars Housing Estate have noticed that a small building at 3 Fishpool Street is at present unused.

This building, which belongs to the Town of Warlington, was intended for office use, but was never occupied. This was 3 years ago, and to our knowledge, there are no plans to use the building in the near future.

In this underprivileged neighbourhood, a lot of mothers work part time. This causes problems for childminding, as many of the children are pre-school age. Some mothers live on or below the poverty line because they are unable to take a job because of their children. Furthermore, there are several single-parent families, who are in a very difficult position.

We would therefore like to propose transforming the building at 3 Fishpool Street into a crèche. The project would not be very costly. It would create jobs in a neighbourhood which suffers from a high unemployment rate. It would at last give some of the mothers an opportunity to work and improve their standard of living for themselves and their children.

We hope that the Mayor and the Town Councillors will listen to our proposition and grant our request.

16 November 2008, the residents of the Poplars Estate:

Full name

Address

Signature

You are an amateur musician and have a group with some friends. You offer to give a concert in your town stadium during the summer music festival. There will be a nominal admission fee of 1 euro. The proceeds will go to the local hospital to equip the children's ward with video games. You write to the person responsible for the stadium in the town council to put your project to them and ask permission to use the premises.

You have made this plan and are going to follow it for your letter:

Presentation of the group of amateur musicians

- *who we are*
- *our style of music*
- *our experience and previous concerts*

Proposal for a concert

- *place and date*
- *equipment provided by the group (sound system, instruments, cash desk and reception for admissions)*
- *help requested from the town: platform, security*

Aim of the concert

- *charge a small admission fee (1 € suggested)*
- *give all proceeds to our local hospital*
- *enable them to install video game equipment in the wards of the sick children*

Advertising required

- *posters in public places, with the authorisation of the Council*
- *distribution of prospectuses (printed by ourselves)*
- *advertisement for the concert in the local paper*
- *advertisement for the concert in the town news bulletin*

Write your letter on the next page

Look at the suggested answers for D2 / 33 – 1.7

21 Lime Street,
Milton Keynes

To the attention of Mrs Laura Smart
Town Councillor, Sport and Leisure Department

17 April 2007

Dear Mrs Smart,

We are writing to you to ask if you would participate in a project that we are particularly keen to do.

We are a group of 6 amateur musicians. We are all between 20 and 23 years old and have been playing music together for 4 years. Our repertoire is mainly music from the past decade. We have taken part in several competitions and last year we won the Geneva competition in the light music category. We have given 3 concerts in the region, have sung at 4 weddings (but no funerals!!) and 2 village fetes in the area. We have always met with success and enjoy making the audience take part in the concert.

We would like to be able to use the town stadium to organise a concert during the music festival in June. We have chosen the stadium as it can seat a large number of people.

For the show, we would be able to contribute the stage décor, the sound system, the musical instruments and the costumes (we also have 3 dancers), Two of our friends will be selling tickets at the entrance and two others at reception.

However, we would need your help for a podium (or a stage, of at least 30 m2 if possible) and for security.

This concert has another aim in addition to the pleasure we hope it will bring to a certain number of people who live in the area. We would like to propose a nominal admission fee (only 1 € for example) and to give the entire proceeds to our local hospital. The money collected will go towards supplying games consoles in the children's wards.

There remains the subject of advertising for the show, to attract as many people as possible. We were thinking of putting up posters, with your permission, in prominent places, such as the bulletin board in front of the Town Hall, the library, at bus stops and in shops. We also intend to hand out flyers (which we will print ourselves). The local paper has agreed to advertise our concert. We would also like an advertisement to be placed in the town's news bulletin if possible.

We would be very grateful if you could agree to this event and help us to make it a wonderful concert with a worthwhile aim.

Thanking you in advance.

Yours sincerely,

Daniel Hughes