

<i>900 exercises for Vocational Communication</i>	Notes for teachers	E2 / 21
<i>General aim</i>	E: Evaluate a message	
<i>Level of difficulty</i>	2	
<i>Intermediate aim</i>	2: Give meaning to someone else's message	
<i>Operational aim</i>	1: Reformulate someone else's message (for example to understand it better or to reach an agreement).	
<i>Pre-requirements</i>	None	
<i>Number of exercises</i>	4	
<i>Summing-up exercise</i>	E2/11-16	
<i>Applications (examples)</i>		
<i>Comments</i>		

Very often when we read or hear instructions, they are fairly complicated. The language can be formal. The sentences are sometimes unnecessarily long.

Take this example:

Customers are reminded that it is forbidden to smoke inside this shopping centre.

All that is really being said is:

No smoking in the shopping centre.

Some people might not understand the instructions or explanations given. Perhaps English is not their first language. Or perhaps they are unfamiliar with the subject. Maybe they are just too young to understand the language. Imagine explaining to a younger brother or sister how to use a cash machine.

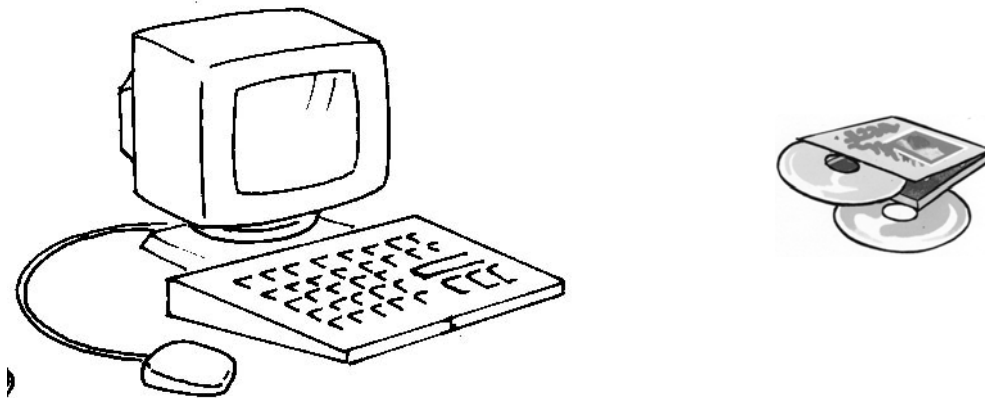
Insert your card. Now type in your PIN. Do you want to withdraw cash or make another transaction? If you make a mistake, press CANCEL. Take your money and your receipt.

To explain all this to the younger brother or sister, you would simply say:

You put your card in here and type your code number. Then you have to say what you want to do, take out money or something else. Press CANCEL if you make a mistake. And you mustn't forget to take your money and the receipt.

Go to the next page.

Now read this message, and then try to re-phrase it in your own words. First do the exercise orally, then in writing. Imagine, for example, that you are explaining these instructions to your grandmother, who has not got very much experience in the use of computers! Make sure you include all the information. Make it easy to understand for someone who knows nothing about the subject.

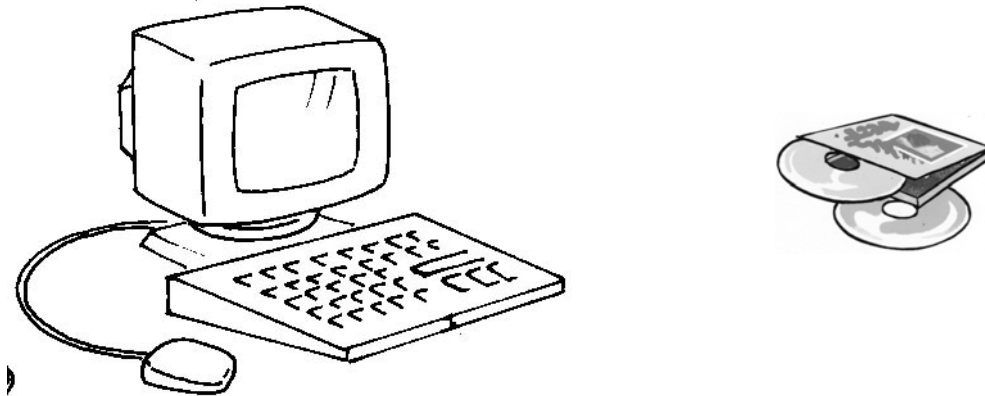


To install the software: insert the CD-ROM. Click on the “INSTALLER” button.

Follow the instructions on the screen. If nothing appears on the screen after inserting the CD, see the chapter on troubleshooting in the instructions booklet. Installation may take up to 20 minutes. You will have to restart your computer. When you see the Congratulations screen, your CD is ready to use.

Look at the suggested answers on the next page.

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Okay, Gran. First you put the disk in the computer. Then you just click (with the mouse, that means) on the button that says “INSTALLER”. Then you’ll get lots of instructions on the screen that tell you exactly what you have to do. There’s a booklet that tells you what to do if you have any problems. You can look at that. The whole thing can take up to 20 minutes. At the end of all that, you press the button and that restarts the computer. And they even congratulate you if you’ve done it properly! It’s easy really, Gran. But don’t worry, I’ll be here if you need me.

Here is a recipe for chocolate cake. A friend of yours telephones you to get the recipe. It's a cake you have made many times, so you know the recipe by heart. Give your friend the recipe over the phone. Make sure you remember all the details, or the cake won't be as good as usual.

Chocolate cake:

Ingredients:

200 grams chocolate

200 grams butter

200 grams sugar

100 grams plain flour

4 eggs, beaten



Melt the chocolate with the butter. Stir well. Add the sugar, then the flour. Finally, stir in the eggs.

Pour the mixture into a 22cm cake tin, and bake at thermostat 5, 190°C, for 25 minutes. It must not be overcooked. Leave in the tin for 2-3 minutes, then remove and place on a rack to cool.

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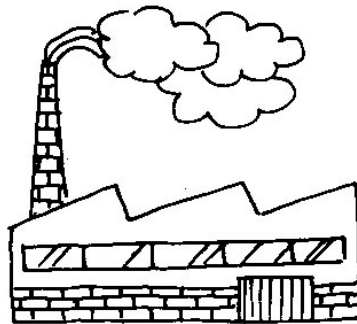


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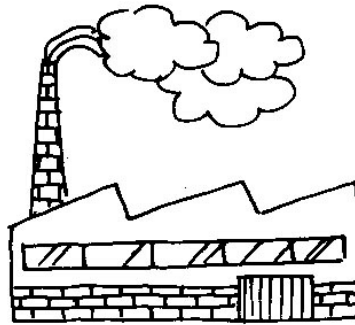
This cake is very easy to make. Just melt 200 grams of chocolate with 200 grams of butter. Then you mix in 200 grams of sugar and 100 grams of plain flour. Finally you add 4 eggs, but beat them before you add them to the mixture. When you've done all that, cook it for 25 minutes, thermostat 5 or 190°C. Don't let it cook too long, it has to be really moist in the middle. Leave it to cool for about 3 minutes in the tin. Then take it out and put it on a rack till it cools. And don't eat it all at once. Save some for me!!

Read these safety regulations. Then imagine a new worker comes to the factory. He's never worked in a factory before. He has only recently come to England, and does not speak very good English. But he understands more than he speaks. Explain the regulations, using simple language, but making sure that all the important details are included.



Helmets must be worn at all times on the factory floor.
Other protective clothing includes gloves, boots and heavy-duty overalls.
These must be worn when in contact with corrosives.
All spillages must be cleaned up immediately. Any cloths used to wipe up spills should be disposed of in the special bins provided. Do not place them in ordinary dustbins.
Inform the other personnel immediately of any spillages or leaks.
Smoking is strictly prohibited on the factory premises.

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Right, Kamil. You have to wear a helmet all the time. If you're in contact with the corrosives, you'll have to wear other protective clothing. That will be boots, overalls and gloves. They give you them here.

If you spill anything, you have to clean it up straight away. Then throw the cloths you used into a special bin. It's marked with a big sign. Just don't put them in the ordinary bins.

Also, if you see any spills or leaks, you must tell the others.

And of course, don't smoke in the factory. It's totally forbidden.

If you don't understand anything, just ask me.

You bought your sister a new watch for her birthday. Unfortunately, she doesn't know much about electronics. How would you explain to her how to set the alarm clock on it? These are the instructions:



To set the alarm clock on your new watch, press 'mode' twice, then stay pressed on 'set' until the hours' units start blinking and 'start/stop' to change them. Once you've done this, press 'set' again to modify the minutes' units. Stay pressed on 'start/stop' to activate or deactivate the alarm. If activated, a small bell-shaped icon appears in the top left-hand corner of the screen.

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Look, Laura it's really simple. Just press the mode button twice. You have to keep pressing 'set' and the hours will appear. To change them, you press "start/stop". Then if you want to change the minutes, do the same thing. If you want the alarm to go off in the morning, keep pressing on "start/stop". If the alarm is on, you can see a bell in the top left-hand corner of the watch. And obviously, if it's not on, there's no icon.

And no, I won't do it for you. If you don't do it yourself, you'll never learn!