<table>
<thead>
<tr>
<th>900 exercises in vocational communication</th>
<th>Notes for teachers</th>
<th>B2 / 33</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General aim</strong></td>
<td>B: FIND OUT / COLLECT INFORMATION</td>
<td></td>
</tr>
<tr>
<td><strong>Level of difficulty</strong></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td><strong>Intermediate aim</strong></td>
<td>3: USE INFORMATION</td>
<td></td>
</tr>
<tr>
<td><strong>Operational aim</strong></td>
<td>3: Put 2 or more documents together to inform or explain.</td>
<td></td>
</tr>
<tr>
<td><strong>Pre-requirements</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Number of exercises</strong></td>
<td>11</td>
<td></td>
</tr>
<tr>
<td><strong>Summing-up exercise</strong></td>
<td>B2/33-1.12</td>
<td></td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
I am wondering why people say that bats are “vampires”… I look it up in a dictionary and I find 3 definitions for the word “vampire”. They are:

**Definition 1:**
A bat from the tropical regions of Central and South America. They can be quite large, and have sharp incisor and canine teeth. They feed on the blood of birds and mammals, and sometimes humans when they are asleep.

**Definition 2:**
(In European folklore) a corpse that rises nightly from its grave to drink the blood of the living.

**Definition 3:**
A person who preys on others, like a blackmailer. Usurers are said to be vampires (usurers lend money to people and make a big profit).

Now I can find an answer to my question.

I understand that the word “vampire” has 3 different meanings. One of the 3 definitions gives the origin of the word.

→ It’s the first definition. Just what I was looking for! “Vampire” is the name given to a particular type of bat. If these animals have no other food, they can suck the blood of birds or animals or even sleeping humans.

I also understand the link between the “vampire bat” in definition 1 and the human “vampire” from folklore stories in definition 2.

→ The legend of the vampire comes from the vampire bat. I remember the costume, in the films, with his cloak that looks like a bat’s wings. He is called a “vampire” because according to legend, he sucks the blood of humans when they are asleep…

Finally, I can make the link between definition 3 and the other two. I understand why usurers are called “vampires”.

→ Usurers take money from other people so that they can become rich, just as the vampire takes the blood of other people to feed themselves. The victims of usurers are also people who are in trouble, who cannot defend themselves, just like the animals or humans that the bat looks for.

GO TO THE NEXT PAGE
We use computers everyday, and with them we usually use a mouse. If you look up “mouse” in the dictionary you will find 3 definitions. They are:

“Mouse”:

- **Definition 1:**
  A small long-tailed rodent, similar to but smaller than a rat.

- **Definition 2:**
  A quiet, timid or cowardly person.

- **Definition 3:**
  A hand-held device used to control the cursor movement and select computing functions without keying.

These 3 definitions can have points in common which explain that the word is the same. Explain the points in common that you have found.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Look at the answers for  B2/33-1.2
We use computers everyday, and with them we usually use a mouse. If you look up “mouse” in the dictionary you will find 3 definitions. They are:

“Mouse”:

**Definition 1:**
A small long-tailed rodent, similar to but smaller than a rat.

**Definition 2:**
A quiet, timid or cowardly person.

**Definition 3:**
A hand-held device used to control the cursor movement and select computing functions without keying.

These 3 definitions can have points in common which explain that the word is the same.

Explain the points in common that you have found.

Mice are timid creatures and tend to run away from anything that might frighten or threaten them. So a timid person is compared to a mouse.

The computer mouse looks like the animal, as it is small, slightly rounded, and has a ‘tail’.
Your 12-year-old brother does not know which judo lesson to go to. He shows you the timetable of the judo lessons, his school timetable and the bus times. To get to school he catches the no. 24 bus, which takes him 15 minutes. From school to the judo lessons, he catches the no. 46 and takes 20 minutes.

<table>
<thead>
<tr>
<th>JUDO FOR BEGINNERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONDAY: 4.00 – 5.00</td>
</tr>
<tr>
<td>TUESDAY: 5.15 – 6.15</td>
</tr>
<tr>
<td>FRIDAY: 4.15 – 5.15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TIMETABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONDAY</td>
</tr>
<tr>
<td>8.40-9.00</td>
</tr>
<tr>
<td>9.00-10.00</td>
</tr>
<tr>
<td>10.00-11.00</td>
</tr>
<tr>
<td>11.00-11.20</td>
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<tr>
<td>11.20-12.20</td>
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<td>12.20-1.20</td>
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<tr>
<td>1.00-1.15</td>
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<tr>
<td>1.15-2.15</td>
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<tr>
<td>2.15-3.15</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekdays</td>
</tr>
<tr>
<td>No. 24:</td>
</tr>
<tr>
<td>No. 46:</td>
</tr>
</tbody>
</table>

Tell him what you think the best time for the judo lessons is. Look at the documents that he shows you and remember what he told you.

Look at the suggested answers for B2/33-1.3
Your 12-year-old brother does not know which judo lesson to go to. He shows you the timetable of the judo lessons, his school timetable and the bus times. To get to school he catches the no. 24 bus, which takes him 15 minutes. From school to the judo lessons, he catches the no. 46 and takes 20 minutes.

**JUDO FOR BEGINNERS**
- **MONDAY:** 4.00 – 5.00
- **TUESDAY:** 5.15 – 6.15
- **FRIDAY:** 4.00 – 5.00

**TIMETABLE**

<table>
<thead>
<tr>
<th></th>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.40-9.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>9.00-10.00</td>
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<td>10.00-11.00</td>
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<td>11.00-11.20</td>
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<td>11.20-12.20</td>
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<td>12.20-1.20</td>
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<td>1.00-1.15</td>
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<td>1.15-2.15</td>
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<td></td>
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<tr>
<td>2.15-3.15</td>
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<td></td>
</tr>
</tbody>
</table>

**BUSES**

<table>
<thead>
<tr>
<th></th>
<th>Weekdays</th>
<th>Saturdays</th>
<th>Sundays</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. 24:</td>
<td>every 10 min</td>
<td>every 15 min</td>
<td>no bus service</td>
</tr>
<tr>
<td>No. 46:</td>
<td>every 20 min</td>
<td>every 25 min</td>
<td>every hour</td>
</tr>
</tbody>
</table>

Tell him what you think the best time for the judo lessons is. Look at the documents that he shows you and remember what he told you.

It’s not easy. If you take the lesson on Monday at 4, you’ll be worried all the way! You’ve got three quarters of an hour to get there. If you wait 20 minutes for a number 46 bus plus 20 minutes on the bus, it makes 40 minutes. You arrive just 5 minutes before the lesson. If you wait for the next lesson, it means a whole hour waiting around, and you get home much later.

If you take the Tuesday lesson, you’ve got time to go home, have something to eat and rest a bit before going to judo.

On Friday, you have exactly the same problem as Monday.

If I were you, I’d choose the Tuesday lesson.
You are working in a furniture shop. A friend of yours who lives 100 km away sends you this email:

Hi! How are you? I have a favour to ask. I’m looking for a deal table that can open out twice as big if possible. Know the sort of thing I mean? Around 50 euros, maximum. I’ve got a space to keep it folded up that measures 1m by 0.40 m. You know me, I hate cleaning! So it has to be easy to keep clean. I can fit it together no problem. Can you think of anything in your shop which they could deliver?

You have found a table costing 43 euros. You email your friend the information sheet and a short message. You tell her why this sort of thing would be good for her. To write the message, take into account her request and the information sheet for table that you will find on the next page.

Your email:

Look at the suggested answers for B2/33-1.4
Table Ref. 3294.
Information sheet

Top: Beech veneered chipboard.
Legs: Wood: solid birch, white, varnished.

Assembly

Cleaning
Clean with a dry cloth.
Stains: damp sponge with soap.
Avoid solvents and paint thinner.
You are working in a furniture shop. A friend of yours who lives 100 km away sends you this email:

Hi! How are you? I have a favour to ask. I’m looking for a deal table that can open out twice as big if possible. Know the sort of thing I mean? Around 50 euros, maximum. I’ve got a space to keep it folded up that measures 1m by 0.40 m. You know me, I hate cleaning! So it has to be easy to keep clean. I can fit it together no problem. Can you think of anything in your shop which they could deliver?

You have found a table costing 43 euros. You email your friend the information sheet and a short message. You tell her why this sort of thing would be good for her. To write the message, take into account her request and the information sheet for table that you will find on the next page.

Your email:

Hi! I think I’ve found your table! 43 euros, in deal, 0,80m by 0.40m that will fit into your storage space. The top will pivot and unfold to twice as big, like you wanted. Very easy to clean. Will assembly instructions that I’m sending as an attachment. Then you can see for yourself. If you want it, I’ll keep one back for you.
Your grandmother is ill. The doctor has been to see her. She has to pick up some medicines at the chemist’s. You go to get them for her, with her prescription. This is it:

Dr Mark DREYFUS
General Practitioner
6, Station Road
Aylesbury, Bucks
Tel. 01 39 22 18 12
Fax 01 39 22 36 41

Date: 10/12/07
Patient’s name: Mrs Stelzer

PRESCRIPTION

1) Paclamine 500
   1 tablet morning and evening.

2) Faradex
   1 tablespoons 3 times a day

3) Pilicarum 1 capsule in the evening

4) Elcorine ointment
   apply twice daily

Dr Dreyfus

When you get back to your grandmother’s house with the medicines, you look at the instructions for use for each one: To see how and when to take them, you read the notice carefully.

THE EXERCISE CONTINUES ON THE NEXT PAGE
PACLAMINE 500 mg

Administration
The tablets must be taken with a large glass of water during meals. Avoid giving pills or capsules to children under 6 years old as they could get stuck in their throats. Use a different form.

FARADEX Syrup

Administration
Measure out the syrup in the measuring spoon provided or a tablespoon. To be taken between meals.

PILICARUM

Administration
These capsules are to be swallowed with half a glass of water half an hour before bedtime.

ELCORINE, ointment

Administration
Apply thinly over area of skin to be treated. Do not wash the treated skin for 2 hours after application.

To make sure that your grandmother does not make a mistake, write her a short note. Write down the names of the medicines, the dose and the time of day when she has to take them. Try to make your note very clear.

Look at the suggested answers for B2/33-1.5
To make sure that your grandmother does not make a mistake, write her a short note. Write down the names of the medicines, the dose and the time of day when she has to take them. Try to make your note very clear.

- **During breakfast**: 1 tablet **PACLAMINE** tablet with a large glass of water

- At about **10 o’clock** in the morning, after your bath:
  * 1 tablespoon of **FARADEX syrup**
  * **EDULCORINE ointment** applied thinly

- At about **4 o’clock** in the afternoon: 1 tablespoon of **FARADEX**

- **During dinner**: 1 **PACLAMINE** tablet with a large glass of water

- **Half an hour before you go to bed**:
  * 1 tablespoon of **FARADEX**
  * **EDULCORINE ointment** applied thinly
  * 1 **PILICARUM** capsule with ½ a glass of water
Your cousin Leo, who is 15 and lives in Brussels in Belgium, is coming to see you in Orleans in France for the music festival there. You are going to help him organise his trip. He has to catch the train from Brussels to Paris and then cross Paris to change stations. It will take him half an hour to go from the Gare du Nord to the Gare d’Austerlitz. He will then catch a train from Paris to Orleans. You can meet him at the station at Orleans at 18:15.

On Internet, you have found the timetables for trains from Brussels to Paris and from Paris to Orleans.

<table>
<thead>
<tr>
<th>BRUSSELS – PARIS</th>
<th>PARIS - ORLEANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dep - Arr</td>
<td>Dep - Arr</td>
</tr>
<tr>
<td>7:40 – 9:05</td>
<td>8:06 – 9:09</td>
</tr>
<tr>
<td>8:10 – 9:35</td>
<td>10:47 – 11:51</td>
</tr>
<tr>
<td>8:40 – 10:05</td>
<td>11:41 – 12:44</td>
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<td>9:40 – 11:05</td>
<td>13:35 – 14:39</td>
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<tr>
<td>10:10 – 11:35</td>
<td>16:32 – 17:39</td>
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<tr>
<td>10:40 – 12:05</td>
<td>17:03 – 18:08</td>
</tr>
<tr>
<td>11:10 – 13:05</td>
<td>17:21 – 18:56</td>
</tr>
<tr>
<td>12:40 – 14:05</td>
<td>18:03 – 19:08</td>
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<tr>
<td>14:40 – 16:05</td>
<td>18:33 – 19:37</td>
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<tr>
<td>15:10 – 16:35</td>
<td>19:07 – 20:49</td>
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<tr>
<td>15:40 – 17:05</td>
<td>19:52 – 20:55</td>
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<tr>
<td>16:40 – 18:05</td>
<td>23:44 – 0:54</td>
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<td>20:40 – 22:05</td>
<td></td>
</tr>
<tr>
<td>21:40 – 23:05</td>
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</tbody>
</table>

Write an email to Leo to explain which trains he should catch.

Look at the suggested answers for B2/33-1.6
Your cousin Leo, who is 15 and lives in Brussels in Belgium, is coming to see you in Orleans in France for the music festival there. You are going to help him organise his trip. He has to catch the train from Brussels to Paris and then cross Paris to change stations. It will take him half an hour to go from the Gare du Nord to the Gare d’Austerlitz. He will then catch a train from Paris to Orleans. You can meet him at the station at Orleans at 18:15.

On Internet, you have found the timetables for trains from Brussels to Paris and from Paris to Orleans.

### BRUSSELS – PARIS

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<tr>
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<tbody>
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<td>8:10 – 9:35</td>
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<tr>
<td>8:40 – 10:05</td>
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<td>9:40 – 11:05</td>
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<tr>
<td>20:40 – 22:05</td>
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<tr>
<td>21:40 – 23:05</td>
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</tbody>
</table>

### PARIS - ORLEANS

<table>
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<th>Dep - Arr</th>
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</thead>
<tbody>
<tr>
<td>8:06 – 9:09</td>
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<td>17:21 – 18:56</td>
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<td>19:52 – 20:55</td>
</tr>
<tr>
<td>21:53 – 22:57</td>
</tr>
<tr>
<td>23:44 – 0:54</td>
</tr>
</tbody>
</table>

Write an email to Leo to explain which trains he should catch.

Hi Leo! When you come to Orleans, I’d advise you to catch the train that leaves Brussels at 14:40. You’ll get to the Gare du Nord in Paris at 16:05. In Paris you’ll have to change stations. You’ll need to take the metro from the Gare du Nord to the Gare d’Austerlitz. It’ll take you about half an hour. So you should get to Austerlitz at about 16:35. You’ll have time to buy yourself something to eat or drink if you need to, and then catch your train. It leaves at 17:03. You’ll get to Orleans at 18:08 and I’ll be getting to the station at 18:15. You won’t have long to wait. I’ll meet you on the platform that your train arrives at. See you Saturday! Have a good trip!
You are doing a replacement for summer in a travel agency.

A fairly elderly couple make the following request:
They would like to go to Italy for a week in May.
They are looking for somewhere by the sea with a beach they can walk on.
They would like half board in a 3-star hotel that accepts dogs, as they have a small poodle.

In the documents you have, (on the next page) try to find something suitable for them.

You can then give the information either in writing on this page, or orally to your teacher.

Information to the two clients:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Look at the suggested answers for B2/33-1.7
Hotel OLIMPICO***

Private beach with sports equipment at the foot of the hotel. Tennis courts and golf course a mere 10-minute walk. Swimming pool. Sauna. Gym. Animals welcome!

<table>
<thead>
<tr>
<th></th>
<th>Hotel Gioconda ***</th>
<th>Hotel Etna ***</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Half board</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Full board</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Swimming pool</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Air conditioning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Near beach</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Open April to Oct.</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Open all year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Animals accepted</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

Hotel Leonardo***

34 bedrooms, 25 of which overlook the sea. Restaurant panoramic avec terrace and views over Etna. Swimming pool and solarium. Direct access to beach. Small animals accepted.

Hotel Regina***

Charming little hotel at the top of a rock. Breathtaking views, calm and restful. Bedrooms with planted terraces overlooking the sea. Tropical garden. Animals accepted except in the restaurant.
You are doing a replacement for summer in a travel agency.

A fairly elderly couple make the following request:
They would like to go to Italy for a week in May.
They are looking for somewhere by the sea with a beach they can walk on.
They would like half board in a 3-star hotel that accepts dogs, as they have a small poodle.

In the documents you have, (on the next page) try to find something suitable for them.

You can then give the information either in writing on this page, or orally to your teacher.

Information to the two clients:

The hotel Gioconda and the hotel Leonardo would seem suitable for you. They are both 3 star, do half board, are near a beach and will accept your dog.
Yesterday you started work in a shop selling office supplies.

A customer phones to ask for the following information:

“I am the secretary for the company Architectura. I am looking for an A3 ring binder and some plastic document holders to put in the ring binder to protect the documents. Do you have these articles in stock and if so, what is the price?”

You are not yet familiar with all the products in the shop. So you look in the catalogue (on the next page) to give your customer the information she requires.

Write down here what you are going to tell your customer:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Look at the suggested answers for B2/33-1.8

Euro Cordiale, a not-for-profit Association creating teaching tools - European Leonardo da Vinci Programme - www.euro-cordiale.lu
Extract from the list of articles in the shop

RING BINDERS

<table>
<thead>
<tr>
<th>Description of the article</th>
<th>Reference</th>
<th>Unit price excl. VAT</th>
<th>Price per 10 excl. VAT</th>
<th>In stock</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-ring binder PVC</td>
<td>163430</td>
<td>8.23</td>
<td>6.95</td>
<td>YES</td>
</tr>
<tr>
<td>D-shaped rings for greater capacity A4 Format Back: 45 mm Colours: red, blue, black</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2-ring binder in strong cardboard A4 Format Back: 35 mm – capacity 150 pages Colours: red, blue, yellow</td>
<td>3001</td>
<td>2.56</td>
<td>2.34</td>
<td>YES</td>
</tr>
<tr>
<td>4-ring binder PVC A3 Format Back: 45 mm – capacity 200 pages Colours: blue</td>
<td>0618</td>
<td>18.24</td>
<td>14.76</td>
<td>NO</td>
</tr>
<tr>
<td>2-ring binder in strong cardboard A3 Format Back: wide: 70 mm Colours: marbled grey</td>
<td>53810</td>
<td>12.69</td>
<td>9.97</td>
<td>YES</td>
</tr>
</tbody>
</table>

TRANSPARENT DOCUMENT HOLDERS, PERFORATED

<table>
<thead>
<tr>
<th>Description of the article</th>
<th>Reference</th>
<th>Box of 100 excl VAT</th>
<th>10 boxes excl VAT</th>
<th>In stock</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perforated holders, PVC</td>
<td>3025</td>
<td>25.87</td>
<td>21.48</td>
<td>YES</td>
</tr>
<tr>
<td>Reinforced perforated edge for intensive use A4 Format Antistatic and anti-reflection</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Large capacity holder</td>
<td>5008</td>
<td>1 box of 10 1.98</td>
<td>5 boxes of 10 1.63</td>
<td>YES</td>
</tr>
<tr>
<td>For filing thick dossiers: Up to 50 pages in each holder A4+ Format Polypropylene</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transparent perforated holders Polypropylene, antistatic Do not stick A4 Format</td>
<td>11550</td>
<td>14.39</td>
<td>7.97</td>
<td>YES</td>
</tr>
<tr>
<td>Transparent perforated holders Polypropylene For large format documents A3 Format</td>
<td>3057</td>
<td>1 packet of 10 7.19</td>
<td>10 packets of 10 5.79</td>
<td>YES</td>
</tr>
</tbody>
</table>
Yesterday you started work in a shop selling office supplies.

A customer phones to ask for the following information:

“I am the secretary for the company Architectura. I am looking for an A3 ring binder and some plastic document holders to put in the ring binder to protect the documents. Do you have these articles in stock and if so, what is the price?”

You are not yet familiar with all the products in the shop. So you look in the catalogue (on the next page) to give your customer the information she requires.

Write down here what you are going to tell your customer:

« In A3 format, we have binders with 2 rings, in strong cardboard, with a wide back, 70 mm in grey marble. The unit price is 12.69 € or 9.97 € if you buy 10. For the transparent document holders, we have some A3 format at 7.19 € for a packet of 10 or 5.79 € for 10 packets of 10. »
Your great aunt has been in a retirement home for several years. To amuse her, you take her for drives in the car. Today you saw some huge windmills in the country: about ten of them were towering in the field, their blades turning quickly in the wind. Your great aunt asked you what they were. But you could not give her a precise answer. When you got home, you looked on Internet for documents about these windmills. Here they are:

**Wind turbine: a machine that converts wind energy into electricity.**

Wind turbines can be set up individually to supply a house or a village with electricity. But they are very often built in groups called wind farms. These are situated in places which are very exposed to the wind, usually near high voltage lines. There are nearly 140 wind farms in the UK, with a total of 1769 wind turbines, which provide electricity for over a million homes.

**Wind turbines are also called wind generators.**

To make your own wind turbine:

*If you have any questions, or if you would like to build your own wind turbine, don’t hesitate to contact me via my web page: www.scoraigwind.com*

*Or email me on hugh@scoraigwind.co.uk*

*Or even by snail mail: Hugh Piggot at Scoraig Wind Electric Dundonnell, Ross shire IV23 2RE, UK*

Imagine what you could explain to your great aunt the next time you go to see her:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

**Look at the suggested answers for B2/33-1.9**
Your great aunt has been in a retirement home for several years. To amuse her, you take her for drives in the car. Today you saw some huge windmills in the country: about ten of them were towering in the field, their blades turning quickly in the wind. Your great aunt asked you what they were. But you could not give her a precise answer. When you got home, you looked on Internet for documents about these windmills. Here they are:

**Wind turbine: a machine that converts wind energy into electricity.**

Wind turbines can be set up individually to supply a house or a village with electricity. But they are very often built in groups called wind farms. These are situated in places which are very exposed to the wind, usually near high voltage lines. There are nearly 140 wind farms in the UK, with a total of 1769 wind turbines, which provide electricity for over a million homes.

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*Or email me on Hugh@scoraigwind.co.uk*

*Or even by snail mail: Hugh Piggot at Scoraig Wind Electric Dundonnell, Ross shire IV23 2RE, UK*

Imagine what you could explain to your great aunt the next time you go to see her:

Now I can tell you what those windmills are. In fact, they’re called wind turbines, and they are used to supply electricity just from the strength of the wind. With only one wind turbine, you can supply a house or a village with electricity. Usually you see several of them together, like we saw in the country. That’s called a wind farm. They are also sometimes called wind generators. It’s even possible to make one yourself. Someone has an Internet site giving details about how to learn to do it!
You have a summer job in a hotel as a receptionist. A lot of tourists come to this hotel. You have the following documents and prospectuses to give to the guests:

1. hotel visiting cards
2. leaflets with photos and description of the hotel
3. daily newspaper
4. map of the town
5. phone book
6. leaflets of a car hire company
7. train timetables
8. bus timetables and maps
9. coach excursions
10. leaflets about the town’s museums
11. prospectuses of temporary exhibitions in the town
12. circuits for walking in the area
13. programme of the films showing at the cinemas for the week
14. list of sports facilities near the hotel
   (golf course, tennis courts, swimming pool, stables)
15. sightseeing circuits in the town (map of the old town)
16. sightseeing circuits outside the town (map)
17. hiking circuits
18. leaflets about the house of the writer Arthur Penselton
   (opening hours)
19. leaflets about visits to the glass blowing workshop

In the morning, several people come for information. Write the numbers of the documents that you will give to each person depending on their requests.

A) A couple who have just arrived would like to know what leisure activities there are in the area.

→

B) A sports lover, who enjoys walking, would like to know what sort of sports are available.

→

C) A historian wants to know about historical sites and museums and exhibitions.

→

D) An elderly couple come for breakfast and would like to read the paper and some information about excursions and activities you can do without having to walk too far. They do not want to hire a car.

→

Look at the suggested answers for  B2/33-1.10
You have a summer job in a hotel as a receptionist. A lot of tourists come to this hotel. You have the following documents and prospectuses to give to the guests:

1. hotel visiting cards  
2. leaflets with photos and description of the hotel  
3. daily newspaper  
4. map of the town  
5. phone book  
6. leaflets of a car hire company  
7. train timetables  
8. bus timetables and maps  
9. coach excursions  
10. leaflets about the town’s museums  
11. prospectuses of temporary exhibitions in the town  
12. circuits for walking in the area  
13. programme of the films showing at the cinemas for the week  
14. list of sports facilities near the hotel  
   (golf course, tennis courts, swimming pool, stables)  
15. sightseeing circuits in the town (map of the old town)  
16. sightseeing circuits outside the town (map)  
17. hiking circuits  
18. leaflets about the house of the writer Arthur Penselton  
   (opening hours)  
19. leaflets about visits to the glass blowing workshop

In the morning, several people come for information. Write the numbers of the documents that you will give to each person depending on their requests.

A) A couple who have just arrived would like to know what leisure activities there are in the area.  

B) A sports lover, who enjoys walking, would like to know what sort of sports are available.  
→ 4 - 12 – 14 – 17

C) A historian wants to know about historical sites and museums and exhibitions.  
→ 4 – 8 – 10 – 11 – 15 - 18

D) An elderly couple come for breakfast and would like to read the paper and some information about excursions and activities you can do without having to walk too far. They do not want to hire a car.  
Shane, your nephew, tells you that for school dinner today the children were given rice that was almost brown in colour. He asks you what it is. To give him an answer, you look at two different packets of brown rice and you also look on Internet. Here is what you found:

Packet of rice by company X:
Carefully selected rice, with the outer layer removed, leaving the envelope of bran. Brown rice contains more fibre than white rice, has very little sodium, and no gluten.

Packet of rice by company Y:
In brown rice, the bran around the grains is conserved as it contains dietary fibre and essential nutrients. It gives the rice its brown colour. Brown rice is recommended by nutritionists for its high magnesium and phosphorous content, essential for a good metabolism and healthy bones. It also gives you dietary fibre which contributes to a good digestion.

Information on Internet

**Brown rice** (or wholemeal rice) is whole rice with just the outer inedible shell removed. It is very nutritious and has more flavour than white rice.

**Bran**: Fragments of the envelopes of grains of cereal which have been ground. Bran helps digestion and prevents constipation.

**Fibre**: Dietary fibre is found in fruit and raw vegetables as well as in wholemeal cereal products. It is particularly helpful in preventing some forms of cancer and aids the passage of food through the digestive system.

**Sodium**: Sodium balances the water content of the body. Together with potassium, it manages: all our body water, all the movement of water in the body, all the exchanges of intra-cellular water (where the potassium is) and the extra-cellular water. It is recommended to limit the consumption of sodium.

**Gluten**: Gluten is a protein that is found in some cereals, wheat in particular. Some people are allergic to gluten.

**Nutrients**: food substances that are directly absorbed by the body.

**Magnesium**: Magnesium is essential for several body functions. But it is especially known for its benefits to the nervous system and the muscles. To avoid fatigue and stress, it is advisable not to lack magnesium.

**Phosphorous and calcium**: these are both required to keep bones and teeth healthy.

THE EXERCISE CONTINUES ON THE NEXT PAGE
Now imagine a dialogue between your nephew Shane and you about brown rice: he asks you questions and you answer very simply so that he understands.

We’ll give you a start, but you might prefer to begin in a different way … and write as much as you wish!

You: I’ve found some information about your rice!

Shane: So is it normal, brown rice?

You:

Shane:

You:

Shane:

You:

Shane:

You:

Shane:

You:

Shane:

You:

Shane:

You:

Shane:

…

Look at the suggested answers for B2/33-1.11
You: I’ve found some information about your rice!

Shane: So is it normal, brown rice?

You: Yes, it’s because it still has its envelope of bran. And bran is brown.

Shane: And you can eat it?

You: Yes, of course, it’s even good for you!

Shane: Why is it good for you?

You: Because this rice contains lots of things that are good for your body.

Shane: What sort of things?

You: Fibre, essential nutrients, magnesium and phosphorous. It contains very little sodium and no gluten so that’s good too.

Shane: And what are all those things?

You: They are substances that are good for us: bran and fibre are very good for the intestine, it prevents constipation. Magnesium fights fatigue and stress. Phosphorous keeps our bones and teeth in good condition.

Shane: Ok, well, next time, I’ll eat all my brown rice!
You are doing a half-day promotional presentation in a supermarket to encourage people to buy yoghurts. You propose 10 different sorts of natural yoghurt.

You have prepared your presentation well. You have drawn up a chart with the composition of all your yoghurts. You have also made a list of the different diets and common food problems. You are ready to answer the consumers’ questions. Here are your documents:

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kcal*</td>
<td>68</td>
<td>66</td>
<td>75</td>
<td>60</td>
<td>58</td>
<td>41</td>
<td>46</td>
<td>120</td>
<td>67</td>
<td>88</td>
</tr>
<tr>
<td>Proteins</td>
<td>3.9 g</td>
<td>3.7 g</td>
<td>4.9 g</td>
<td>3.4 g</td>
<td>3.4 g</td>
<td>4.3 g</td>
<td>5.5 g</td>
<td>4 g</td>
<td>4.7 g</td>
<td>4.5 g</td>
</tr>
<tr>
<td>Carbohydrate*</td>
<td>5.6 g</td>
<td>5 g</td>
<td>5.4 g</td>
<td>4.1 g</td>
<td>2.9 g</td>
<td>5.8 g</td>
<td>6 g</td>
<td>4.7 g</td>
<td>5.2 g</td>
<td>5.3 g</td>
</tr>
<tr>
<td>Fats</td>
<td>3.3 g</td>
<td>3.4 g</td>
<td>3.5 g</td>
<td>3.3 g</td>
<td>3.2 g</td>
<td>0.06 g</td>
<td>0.1 g</td>
<td>9.2 g</td>
<td>3.1 g</td>
<td>7.1 g</td>
</tr>
<tr>
<td>Calcium</td>
<td>128 mg</td>
<td>128 mg</td>
<td>160 mg</td>
<td>125 mg</td>
<td>120 mg</td>
<td>140 mg</td>
<td>140 mg</td>
<td>134 mg</td>
<td>170 mg</td>
<td>130 mg</td>
</tr>
</tbody>
</table>

* Kcal = number of calories
* Carbohydrates = sugars

**Notes**

**Vegetarians** eat no meat, and sometimes no fish either. They therefore have to find their **proteins** elsewhere, in **dairy products** and vegetables.

**Diabetics** have too much sugar in the blood. They are advised to **limit** the amount of **sugar** they eat.

An elderly person who has **fragile bones** has to eat **calcium**.

A person on a diet to **lose weight** should eat foods that contain **few calories**.

A child who is a little **overweight** should **avoid fats** but needs **calcium** for growth and for his bones.
Some customers come to ask your advice. You answer their questions by indicating which yoghurt would be best for them. Explain why too.

**Example:**

**The customer:** I would like to lose weight. Which yoghurt would you recommend?

**You:** I would recommend yoghurt number 6, which has only 41 calories. It is very low fat: only 0.06 g.

**Over to you!**

**The customer:** I am diabetic. Which yoghurt can I eat?

**You:**

**The customer:** As you can see, I am old and I suffer from osteoporosis. I fracture very easily as this illness gives you brittle bones. What would you advise?

**You:**

**The customer:** I am a vegetarian and don’t eat meat or fish. Do you have a yoghurt to recommend?

**You:**

**The customer:** This is my son Ritchie. He is 10 years old and needs to lose some weight. I’ve been advised to give him yoghurt, but not just any kind. Could you tell me which one would be most suitable for him?

**You:**

Look at the suggested answers for B2/33-1.12
Some customers come to ask your advice. You answer their questions by indicating which yoghurt would be best for them. Explain why too.

Example:

**The customer:** I would like to lose weight. Which yoghurt would you recommend?

**You:** I would recommend yoghurt number 6, which has only 41 calories. It is very low fat: only 0.06 g.

Over to you!

**The customer:** I am diabetic. Which yoghurt can I have?

**You:** You have to avoid sugar, and therefore carbohydrates. I suggest you try number 5, which contains only 2.9 g of carbohydrates.

**The customer:** As you can see, I am old and I suffer from osteoporosis. I fracture very easily as this illness gives you brittle bones. What would you advise?

**You:** I would advise you to take the yoghurt with the highest calcium content, which is number 9, with 170 mg. Number 3 is quite good too, as it contains 160 mg.

**The customer:** I am a vegetarian and don’t eat meat or fish. Do you have a yoghurt to recommend?

**You:** Yes, I would recommend the one that contains the most protein, number 7 with 5.5 g.

**The customer:** This is my son Ritchie. He is 10 years old and needs to lose some weight. I’ve been advised to give him yoghurt, but not just any kind. Could you tell me which one would be most suitable for him?

**You:** The best thing for Ritchie would be a yoghurt that contains very little fat and a lot of calcium for growth. There are two that I would recommend: number 9 with 170 mg of calcium and 3.1 g of fat, and number 6, with 160 mg of calcium but very little fat, so fewer calories.