

<i>900 exercises in vocational communication</i>	<b>Notes for teachers</b>	<b>C2 / 11</b>
<i>General aim</i>	<b>C: UNDERSTAND A MESSAGE</b>	
<i>Level of difficulty</i>	<b>2</b>	
<i>Intermediate aim</i>	<b>1: ANALYSE A MESSAGE</b>	
<i>Operational aim</i>	<b>1: RECOGNISE THE ESSENTIAL ELEMENTS IN A MESSAGE</b>	
<i>Pre-requirements</i>		
<i>Number of exercises</i>	<b>10</b>	
<i>Summing-up exercise</i>	<b>C2/11-1.12</b>	
<i>Comments</i>	The “Explanations” page is the same for level 2 and level 3 for this aim, i.e. for C2/11 et C3/11.	



In any message, you can look for the following information:

- *Who wrote the message?*
- *Who is this message addressed to?*
- *What is the essential information in this message?*

The answers to these questions enable you to understand a large part of the message.

You can also ask other questions. We will see in the exercises that follow.

**PLEASE GO TO THE NEXT PAGE**

Read the following letter carefully:

<p style="text-align: right;"><i>15, Vineyard Place London SW15</i></p> <p style="text-align: right;"><i>8 December 2006</i></p> <p><i>Complaints Department Spacey's Garden Store 32, Stratton Road, Birmingham</i></p> <p><i>Dear Sir or Madam,</i></p> <p><i>I regret to inform you that I have not yet received the 2 items ordered on 3 October last, in spite of the 3 telephone calls to your store. The items are:</i></p> <ul style="list-style-type: none"><li><i>- one garden chair with adjustable back, reference 327 7529</i></li><li><i>- one garden trolley, reference 455 6207</i></li></ul> <p><i>This delay is unacceptable, especially as they were paid for immediately. I have the receipt of my VISA card to prove it.</i></p> <p><i>I would be most grateful if you would send me the two articles as soon as possible.</i></p> <p><i>Yours faithfully</i></p> <p style="text-align: right;"><i>Pauline Pearson (Mrs)</i></p>
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**We are going to ask questions about this document.**

**- Who wrote the message?**

*Mrs Pauline Pearson, a customer of the shop*

**- Who is this message to?**

*To the complaints department of the shop Spacey's*

**- What is the essential information in this message?**

*The items ordered and paid for have not been delivered to the customer in spite of three telephone reminders.*

**PLEASE GO TO THE NEXT PAGE**

**Read this notice posted on the door of a block of flats:**

Please would the person who leaves his car engine running in the hall stop doing so, as the exhaust fumes go up the stairs and get into all the flats ! ! !

The other occupants of the flats

**Now answer the following questions:**

- *Who wrote the message?*
  
- *Who is the message to?*
  
- *What does the message ask?*
  
- *What is the reason for this request?*

**Look at the answers for C2 / 11-1.3**

**Read this notice posted on the door of a block of flats:**

Please would the person who leaves his car engine running in the hall stop doing so, as the exhaust fumes go up the stairs and get into all the flats ! ! !

The other occupants of the flats

**Now answer the following questions:**

**- Who wrote the message?**

*The occupants of a block of flats.*

**- Who is this message to?**

*The person who leaves his car engine running in the hall.*

**- What does the message ask?**

*The occupants of the flats ask the driver of the vehicle to stop running the engine in the hall.*

**- What is the reason for this request?**

*The exhaust fumes go up the stairs and get into all the flats.*

Here is an email message:

Hi little brother!

If I don't have any problems with my car, I'll leave early on Saturday morning. As it's quite a long way, I don't think I'll get there until at least 5pm. If you're not there, leave the keys with the neighbours.

See you on Saturday!

Jazzzer

**Now answer the following questions:**

*- Who wrote the message?*

*- Who is the message to?*

*- What is the essential information in the message?*

**Look at the answers for C2 / 11-1.4**

Here is an email message:

Hi little brother!

If I don't have any problems with my car, I'll leave early on Saturday morning. As it's quite a long way, I don't think I'll get there until at least 5pm. If you're not there, leave the keys with the neighbours.

See you on Saturday!

Jazzer

**Now answer the following questions:**

**- *Who wrote the message?***

*Jazzer*

**- *Who is the message to?***

*To his brother*

**- *What is the essential information in the message?***

*Jazzer will get to his brother's at about 5pm on Saturday. If his brother is not there, he can leave the keys with his neighbours.*

**Here is a message delivered to all the letterboxes in the town:**

Dear Sir or Madam,

Because of the long period of drought and the lack of drinking water, we are obliged to impose a hosepipe ban. It is forbidden to wash cars or water the garden.

We hope you will bear with us.

Yours faithfully,

The Town Council

**Now answer the following questions:**

- *Who wrote the message?*

- *Who is the message to?*

- *What is the essential information in the message?*

**Look at the answers for C2 / 11-1.5**

**Here is a message delivered to all the letterboxes in the town:**

Dear Sir or Madam,

Because of the long period of drought and the lack of drinking water, we are obliged to impose a hosepipe ban. It is forbidden to wash cars or water the garden.

We hope you will bear with us.

Yours faithfully,

The Town Council

**Now answer the following questions:**

**- *Who wrote the message?***

*The town council.*

**- *Who is this message to?***

*To the inhabitants of the town.*

**- *What is the essential information in the message?***

*It is forbidden to wash cars or water gardens because of the drought.*

Here is a notice nailed to the trees of an avenue.

**WARNING**

**TO IMPROVE THE STREET LIGHTING, THERE WILL BE ROADWORKS ON WILSON AVENUE FROM 18 TO 23 MARCH. FOR SAFETY REASONS, IT WILL BE FORBIDDEN TO PARK ANY VEHICLES WHILE THE WORK IS IN PROGRESS. VEHICLES PARKED HERE IN SPITE OF THIS NOTICE WILL BE TOWED AWAY.**

**THE TOWN COUNCIL**

Now answer the following questions:

- *Who wrote the message?*
  
- *Who is the message to?*
  
- *What is the essential information in the message?*

**Look at the answers for C2 / 11-1.6**

**Here is a notice nailed to the trees of an avenue.**

**WARNING**

**TO IMPROVE THE STREET LIGHTING, THERE WILL BE ROADWORKS ON WILSON AVENUE FROM 18 TO 23 MARCH. FOR SAFETY REASONS, IT WILL BE FORBIDDEN TO PARK ANY VEHICLES WHILE THE WORK IS IN PROGRESS. VEHICLES PARKED HERE IN SPITE OF THIS NOTICE WILL BE TOWED AWAY.**

**THE TOWN COUNCIL**

**Now answer the following questions:**

**- *Who wrote the message?***

*The town council*

**- *Who is the message to?***

*To the inhabitants of the area around Wilson Avenue*

**- *What is the essential information in the message?***

*No vehicles must be parked on Wilson Avenue between 18 and 23 March because of road works. Any vehicles which are parked there in spite of the warning will be towed away.*

Here is a notice pinned to the trees in one area of a town:



**LOST on April 17, long-haired brown and white cat with yellow eyes. Very docile. Answers to the Name of Misty. If you see her, please phone Mrs Stinton, at this number: 01427 356 814. Reward.**

Now answer the following questions:

- *Who wrote the message?*
  
- *Who is the message to?*
  
- *What is the essential information in the message?*

**Look at the answers for C2 / 11-1.7**

Here is a notice pinned to the trees in one area of a town:



**LOST on April 17, long-haired brown and white cat with yellow eyes. Very docile. Answers to the Name of Misty. If you see her, please phone Mrs Stinton, at this number: 01427 356 814. Reward.**

Now answer the following questions:

*- Who wrote the message?*

*Mrs Stinton, the owner of the cat called Misty*

*- Who is the message to?*

*To the inhabitants of the area*

*- What is the essential information in the message?*

*The description of the lost cat, with a picture and the phone number of the owner in case anyone sees it. A reward is offered.*

Here is a notice pinned up in a shop:




**Teacher, French nationality, offers French lessons. For individual students or in groups of 3. New method, tried and tested. Results guaranteed. Phone Ms. Faure on 01712 281 786, after 5pm.**

Now answer the following questions:

- *Who wrote the message?*
  
- *Who is the message to?*
  
- *What is the essential information in the message?*
  
- *What is intended by this message?*

**Look at the answers for C2 / 11-1.8**

Here is a notice pinned up in a shop:



**Teacher, French nationality, offers French lessons. For individual students or in groups of 3. New method, tried and tested. Results guaranteed. Phone Ms. Faure on 01712 281 786, after 5pm.**

Now answer the following questions:

*- Who wrote the message?*

*Ms Faure, a French teacher*

*- Who is the message to?*

*To people living in the area who would like to learn French.*


*- What is the essential information in the message?*

*A native French speaker is giving French lessons, using a new method which guarantees good results. The telephone number is given.*

*- What is intended by this message?*

*To inform the people who live in the area, and to get clients to take lessons with Ms. Faure.*

**Read the following document carefully:**

	<b>Suzanne Perkins 15, Manor Road Aylesbury Bucks</b>
Association Euro Lecture 16, rue de la Fontaine L-6673 MERTERT Grand Duché de Luxembourg	1 <sup>st</sup> February, 2007
<b>ESTIMATE</b>	
<b>Illustrations for a series of 8 stories for children</b>	
Concerning the creation, for the Association Euro Lecture, of 50 colour illustrations For the series “8 stories for children”.	
This work to be done for a lump sum of 9950 euros.	
 S. Perkins	
Art teacher, painter and illustrator	

**Now answer the following questions:**

**- What is this document?**

→

**- Who should receive this document? What is its purpose?**


→

**- What is the essential information in this document?**

→

**Look at the suggested answers for C2 / 11-1.9**

Read the following document carefully:

	<b>Suzanne Perkins</b> <b>15, Manor Road</b> <b>Aylesbury</b> <b>Bucks</b>
Association Euro Lecture 16, rue de la Fontaine L-6673 MERTERT Grand Duché de Luxembourg	1 <sup>st</sup> February, 2007
<b>ESTIMATE</b>	
<b>Illustrations for a series of 8 stories for children</b>	
Concerning the creation, for the Association Euro Lecture, of 50 colour illustrations For the series “8 stories for children”.	
This work to be done for a lump sum of 9950 euros.	
 <b>S. Perkins</b>	
Art teacher, painter and illustrator	

Now answer the following questions:

- *What is this document?*

→ **An estimate.**

- *Who is to receive this document? What is its purpose?*

→ **The Association Euro Lecture, which asked for the estimate. It enables the Association to know the artist’s price for this job and to decide whether the work will be done by this artist or by another one.**

- *What is the essential information in this document?*

→ **The description of the work that will be done, and how much the work will cost.**

Read the following document carefully:

**GRAND HOTEL BELVEDERE**

*65 rooms – Panoramic restaurant*



**Invoice no.: 43187**

Date	Room	Total
07/09/07	double	62 €
08/09/07	double	62 €
09/09/07	double	62 €
10/09/07	double	62 €
11/09/07	double	62 €
12/09/07	double	62 €
<b>Total</b>		<b>372 €</b>
<b>Off-season discount</b>		<b>75 €</b>
<b>Total</b>		<b>297 €</b>

Now answer the following questions:

- *What is this document?*

→

- *Who should receive this document?*

→

- *What is the essential information in this document?*

→

**Look at the suggested answers for C2 / 11-1.10**

Read the following document carefully:

**GRAND HOTEL BELVEDERE**

65 rooms – Panoramic restaurant



Invoice no.: 43187

Date	Room	Total
07/09/07	double	62 €
08/09/07	double	62 €
09/09/07	double	62 €
10/09/07	double	62 €
11/09/07	double	62 €
12/09/07	double	62 €
<b>Total</b>		<b>372 €</b>
<b>Off-season discount</b>		<b>75 €</b>
<b>Total</b>		<b>297 €</b>

Now answer the following questions:

- *What is this document?*

→ **A hotel invoice.**

- *Who should receive this document?*

→ **The client(s).**

- *What is the essential information in this document?*

→ **The dates of the stay, the price of the room, the discount and the total amount to be paid.**

**Read the following document carefully:**

**Smithson and Co, 29<sup>th</sup> June**

**Memo**

As from today, all employees are requested to indicate their name, the date and the number of photocopies. A notebook has been placed next to the photocopier for this purpose.

The Management

**Now answer the following questions:**

*- Who wrote the message?*

*- Who is the message to?*

*- What is the essential information in the message?*

*- In your opinion, what is the Management's intention?*

**Look at the answers for C2 / 11-1.11**

**Read the following document carefully:**

**Smithson and Co, 29<sup>th</sup> June**

**Memo**

As from today, all employees are requested to indicate their name, the date and the number of photocopies. A notebook has been placed next to the photocopier for this purpose.

The Management

**Now answer the following questions:**

**- Who wrote the message?**

*The Management of Smithson and Co.*

**- Who is the message to?**

*To the employees of Smithson and Co.*

**- What is the essential information in the message?**

*All photocopies should be noted down in a notebook.*

**- In your opinion, what is the Management's intention?**

*To save money, to keep an eye on the staff, and to limit the number of personal photocopies ...*

**Read this label carefully:**

**MULTI-PURPOSE HOUSEHOLD CLEANER**

**Large surfaces:** Pour two capfuls of the liquid into half a bucket of water. There is no need to rinse.

**Stubborn stains:** grease marks on cooker or sink: Pour a small amount of the liquid on to a cloth or sponge or directly on to the stain. Wipe with a damp cloth.

**Precautions for use:** if used frequently, it is advisable to wear rubber gloves.  
Keep out of reach of children and animals.  
In the event of contact with the eyes, rinse thoroughly in cold water.

**Now answer the following questions:**

- *Who wrote the message?*
  
- *Who is the message to?*
  
- *What is the essential information written on the label?*
  
  
- *What do you think the aim of this label is?*

**Look at the answers for C2 / 11-1.12**

**Read this label carefully:**

**MULTI-PURPOSE HOUSEHOLD CLEANER**

**Large surfaces:** Pour two capfuls of the liquid into half a bucket of water. There is no need to rinse.

**Stubborn stains:** grease marks on cooker or sink: Pour a small amount of the liquid on to a cloth or sponge or directly on to the stain. Wipe with a damp cloth.

**Precautions for use:** if used frequently, it is advisable to wear rubber gloves.  
Keep out of reach of children and animals.  
In the event of contact with the eyes, rinse thoroughly in cold water.

**Now answer the following questions:**

**- Who wrote the message?**

*The manufacturer of the product*

**- Who is this message for?**

*The users*

**- What is the essential information written on the label?**

*How best to use the product and the precautions before use*

**- What do you think the aim of this label is?**

*To ensure the best possible use of the product and to avoid accidents.*