

<i>900 exercises in vocational communication</i>	<b>Notes for teachers</b>		<b>C3 / 21</b>
<i>General aim</i>	<b>C: Understand a message</b>		
<i>Level of difficulty</i>	<b>3</b>		
<i>Intermediate aim</i>	<b>2: Grasp the meaning of a message</b>		
<i>Operational aim</i>	<b>1: Compare messages and find the common and different elements to answer open questions.</b>		
<i>Pre-requirements</i>			
<i>Number of exercises</i>	<b>7</b>		
<i>Summing-up exercise</i>	<b>C3/21-1.8</b>		
<i>Comments</i>	<p>In the example, the answer is not given. Only the lead is given. The teacher can therefore do the exercise with the learners in groups. Answer: The supermarket Lowcost is the cheapest.</p> <p>The documents in exercises C3/21-1.3 and C3/21-1.4 are authentic.</p> <p>Exercise C3/21-1.5 has only suggested answers, as you could choose a different coffee maker if you give a few reasons, of course.</p>		



**Here is a list of associations against pollution.**

**Cancer research UK.** Cancer Research UK is the world's leading independent organisation dedicated to cancer research. They support research into all aspects of cancer through the work of more than 3,000 scientists, doctors and nurses. Address: P.O. Box 123, Lincoln's Inn Fields, London WC2A 3PX. tel: 020 7242 0200. Website: cancerresearchuk.org

**Friends of the Earth** seeks to influence the government to make changes to policies in favour of people and planet. An international network of environmental groups.. Address: 26-28, Underwood Street LONDON N1 7JQ. Tel. 020 7490 1555. Website: www.foe.co.uk

**National Pure Water Association.** A not-for-profit organisation that encourages health authorities with high levels of dental decay to consider fluoridating their water as part of their overall oral health strategy. Address: 42 Huntington Road, York, YO31 8RE. Tel.: 020 8220 9168. Website www.npwa.freeserve.co.uk

**The UK Rivers Network (UKRN)** is an environmental group campaigning to protect rivers and inland waters across England, Ireland, Northern Ireland, Scotland, and Wales. Takes care of all environmental issues concerning fresh water: water quality issues, flood defence, impacts of climate change, river regeneration projects, developments that adversely affect rivers or groundwater, water pollution. Website: www.ukrivers.net

**Greenpeace.** The Greenpeace toxics campaign association seeks an end to the manufacture and use of dangerous synthetic chemicals. (www.vigitox.org). Address: Canonbury Villas, London, N1 2PN. Tel: 020 7865 8100. Website: www.greenpeace.org.uk

**Surfers Against Sewage.** UK based, non-profit making organisation campaigning for an end to the discharge of raw and partially treated sewage and toxic waste, into our oceans and inland waters. Address: 2 Rural Workshops, Wheal Kitty, St Agnes, Cornwall TR5 0RD. Tel.: 01872 553001. Website: www.sas.org.uk

**Sustrans.** This association promotes sustainable transport, cycling, walking and public transport. Tel.: 0845 113 0065 Website: www.sustrans.org.uk

**WEN (women's environment network)** is a unique, vital and innovative campaigning organisation, which represents women and campaigns on issues, which link women, environment and health. Formed in 1988, it believes a precautionary approach is healthiest for people and the planet. Address: PO Box 30626, London E1 1TZ. Tel.: 020 7481 9004. Website: www.wen.org.uk email: info@wen.org.uk

**WWF.** The WWF has been campaigning to ensure that hazardous chemicals are substituted with safer alternatives wherever possible. Address: Panda House, Weyside Park, Godalming, Surrey GU7 1XR. Tel. 01483 426444. Website: www.wwf.org.uk

**AEC.** The Association of European Consumers regroups national consumer associations in Europe. Address: Rue Belliard 143, B-1040 Brussels. Tel.: + 32 2 230 28 75. email: aec@belgacom.net

**Cancer prevention coalition.** Presided over by Dr Samuel Epstein, its goal is to create safer environments at home, in the community and at work educating and advocating for the removal of toxins in our environments, homes, offices and daily used personal care and beauty cosmetics. It is based in the United States. Website: www.preventcancer.com

**EEN.** The European Public Health Alliance Environment Network (EEN), chaired by Genon Jensen, EEN is a European non governmental and not-for-profit organisation with a membership of over 30 NGOs, professional associations, academic institutions and other groups.. Address: Boulevard Charlemagne 28, B1000 Brussels, Belgium. Tel. +32 2 230 3056 – email: epha@epha.org

**IPEN.** The International POP Elimination Network (IPEN) is an international organisation for the elimination of persistent organic pollutants (POPs). It also gives news from all the continents, mainly in English. Website: www.ipen.org

**Pesticides action network.** PAN UK is an independent, non-profit organisation. It works nationally and internationally with like-minded groups and individuals concerned with health, environment and development to eliminate the hazards of pesticides, reduce dependence on pesticides and prevent unnecessary expansion of use and Increase the sustainable and ecological alternatives to chemical pest control. Website: www.pan-international.org

**MERSEYSIDE ASBESTOS VICTIM SUPPORT GROUP.** Founded in 1993, by sufferers of asbestos related diseases, run by the families of victims. The group aims to change the lack of services and information available to victims.. Address: Suite 32, 2nd Floor, Oriel Building, 14 Water Street, Liverpool L2 8TD. Tel.: 0151-236 1895. Website: www.asbestosdiseases.org.uk

**The Soil Association** is the UK's leading campaigning and certification organisation for organic food and farming working to eliminate the use of pesticides, It provides support to farmers, growers and other organic businesses by setting up offices across the UK. Website: www.soilassociation.org.

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

**In this list, you are going to look for and note down the website of:**

**1. The associations dealing with safe water**

**2. The associations for the prevention of cancer**

**3. The associations against the use of pesticides**

**4. The association for the defence of victims of asbestos**

**Look at the answers for C3 / 21-1.2**

**1. The associations dealing with safe water**

- [www.npwa.freeseve.co.uk](http://www.npwa.freeseve.co.uk)
- [www.sas.org.uk](http://www.sas.org.uk)
- [www.ukrivers.net](http://www.ukrivers.net)

**2. The associations for the prevention of cancer**

- [www.preventcancer.com](http://www.preventcancer.com)
- [www.cancerresearchuk.org](http://www.cancerresearchuk.org)

**3. The associations against the use of pesticides**

- [www.greenpeace.org.uk](http://www.greenpeace.org.uk) (presumably)
- [www.foe.co.uk](http://www.foe.co.uk)
- [www.soilassociation.org](http://www.soilassociation.org)
- [www.pan-international.org](http://www.pan-international.org)

**4. The association for the defence of victims of asbestos**

- [www.asbestosdiseases.org.uk](http://www.asbestosdiseases.org.uk)

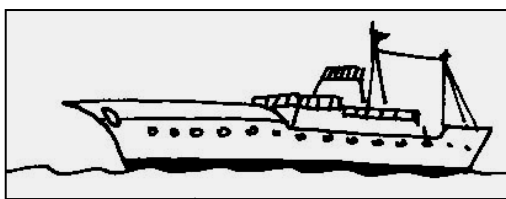
You are working in a travel agency during your holidays. A couple comes in and says:

“Hello! We have been very lucky and won a cruise in a competition. It’s a Mediterranean cruise. And since we won first prize, we can choose the ship on which we want to take the cruise! Have you got the paper Henry? Ah, here it is: we can choose between these two.”

The lady holds out a piece of paper awarding the prize, on which you can see the names of two ocean liners: the Melody and the Costa Europa. They will be in a cabin, not a suite\*. The couple explain that they are not very sporty but that they enjoy entertainment, dancing and good food. They attach a lot of importance to comfort.

You look at the documents in the agency and you find information about the two liners. You will find the information on the next page.

Which liner would you advise for them? Note down the information that led to your choice.



\* A suite has two rooms: a sitting room and a bedroom.

Look at the suggested answers for C3 / 21-1.3

**Le MELODY**

**Equipment:**

The MSC Melody boasts 6 suites, 303 outside cabins, 151 inside cabins and 72 mini suites. All cabins have en suite bathroom, telephone, television, mini-bar (only in the suites). The ship is air-conditioned throughout.

Two swimming pools (one indoor and one outdoor) and two jacuzzis are also available.

For sports lovers, enjoy the jogging course, ping-pong, shuffle-board, a gym and a fitness centre. To relax, try, the Beauty Salon and the Massage Room for massage, beauty treatment and hairdresser.

The MSC Melody also has a library, a reading room, a games room and a television room.

Looking for presents or souvenirs? The shops (some of which are duty free) and the jeweller's are there to welcome you. For your evening entertainment, why not try the discotheque and the casino?

Your children can enjoy the mini club with its games room.

**Restaurants:**

You have the choice of 3 restaurants, including an outdoor restaurant and a self-service cafeteria. Diet menus are also available.

Enjoy a different atmosphere in each of the 4 bars and salons. From the piano bar to the live music bar, not forgetting the café, your comfort is assured. You can even sip your cocktail by the pool in the Calypso Bar!

**Entertainment and services on board:**

A qualified staff is at your service to look after you and make sure you have a wonderful time. The hostesses in the information bureau are multi-lingual and will give you every assistance. There is also an excursion bureau to help you book your visits on land.

There is also a 24-hour cabin service, duty free shops, a beauty parlour with hairdresser, a jeweller's, a bureau de change, laundry service, a photographer, a radio station equipped with phone/telex and fax, and a medical centre.

Shows and animations are offered throughout the cruise.

**Le COSTA EUROPA**

**Equipment** The Costa Europa boasts 742 cabins and 5 suites. Your cabin has all creature comforts: en suite bathroom, air-conditioning, telephone, radio, satellite and internal TV, safe.

There are plenty of amenities for your enjoyment: 2 pools, one of which has a retractable cover, 2 jacuzzis, an outdoor jogging circuit, a fitness centre with gym, beauty salon, sauna and hammam.

You will also find boutiques and a cyber café.

**Restaurants**

Breakfast can be taken in your cabin (continental style), at the buffet or in the restaurant.

There are 3 restaurants to choose from. The cuisine is Mediterranean. Every day the chef proposes a variety of dishes. You can also choose a low-calorie menu or vegetarian food (on request when booking your cruise).

During your cruise you will enjoy a Gala dinner, a Magnifico buffet served in the restaurant and a midnight gastronomic surprise.

4 bars are also available.

**Entertainment**

The ship's staff is on hand to ensure that your cruise is as enjoyable as possible. They are multi-lingual and are ready to answer any request.

In the grand hall of the liner, the information bureau will give you every assistance.

The excursion bureau will help you organise your land visits.

For your entertainment, the ship boasts a theatre with 750 seats on 2 floors, a cinema, a casino and a disco.

Dinner dances and musical shows are proposed throughout your voyage.

Children are especially welcome on board! There are four clubs for them: the Mini Club for the 3 to 6 year-olds, the Maxi Club for the 7 to 10s, the Teen Junior Club for the 11 to 12 year-olds and the Teen Club for the 13 to 18 year-olds. The little ones will enjoy the Squok Club and their own pool.

There are plenty of games, activities and shows, for all ages, to give your children an unforgettable cruise.

You are working in a travel agency during your holidays. A couple comes in and says:

“Hello! We have been very lucky and won a cruise in a competition. It’s a Mediterranean cruise. And since we won first prize, we can choose the ship on which we want to take the cruise! Have you got the paper Henry? Ah, here it is: we can choose between these two.”

The lady holds out a piece of paper awarding the prize, on which you can see the names of two ocean liners: the Melody and the Costa Europa. They will be in a cabin, not a suite\*. The couple explain that they are not very sporty but that they enjoy entertainment, dancing and good food. They attach a lot of importance to comfort.

You look at the documents in the agency and you find information about the two liners. You will find the information on the next page.

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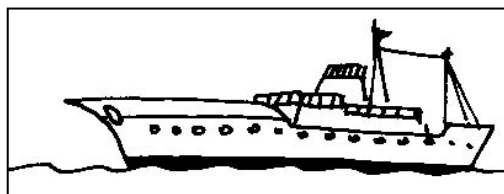
The Costa Europa seems more suitable for you.

In the cabin, you have private toilets and a radio, as well as satellite TV and a safe, which the Melody does not offer. You can have breakfast in your cabin if you do not feel like going all the way to the restaurant.

Both liners have 3 restaurants, but the Costa Europa also offers a Gala dinner, a buffet that they call “Magnifico” and a “midnight gastronomic surprise” during your cruise.

The Melody does not give details of shows or activities on board, but the Costa Europa offers a theatre with 750 seats, a cinema as well as dinner dances and musicals.

Here is the information about both liners. Take a good look at it, and you’ll be able to choose. I’m sure you will not be disappointed.



\* A suite has two rooms: a sitting room and a bedroom.

**During interviews to find out what employers are looking for when they hire young people, three bosses each completed two charts. You will find them on the following pages. You must write a short report for an employment agency on what seems the most important.**

**Your report:**

**Look at the suggested answers for C3 / 21-1.4**

**Mr Dyer, manager of a company that makes and delivers tray meals.**

1) Can you classify the following employment criteria in order of importance?

importance \ employment criteria	very important	important	not important	undesirable
punctuality	x			
ease of contact		x		
motivation	x			
humour			x	
ability to make a decision		x		
presentation			x	
ability to express self	x			
critical mind			x	
listening skills		x		

2) Can you classify the following competencies in order of importance?

importance \ competencies	very important	important	not important	undesirable
autonomy		X		
honesty	X			
skill		X		
team spirit	X			
critical mind			X	
follows instructions	X			
can follow the pace at work	X			
application	X			
attitude at work	X			
ease of contact		X		

**Mrs Balar, supermarket manager**

1) Can you classify the following employment criteria in order of importance?

importance \ employment criteria	very important	important	not important	undesirable
punctuality	x			
ease of contact		x internal and with clients		
motivation	x			
humour		x		
ability to make decisions		x		
presentation	x			
good expression		x		
critical mind		if constructive		
ability to listen	x			

**THE DOCUMENTS CONTINUE ON THE NEXT PAGE**

2) Can you classify the following competencies in order of importance?

importance \ competencies	very important	important	not important	undesirable
autonomy			x	
honesty	x			
skill		x		
team spirit	x			
critical mind		x		
follows instructions	x			
can follow the pace at work	x			
application	x			
attitude at work	x			
ease of contact		x		

**Mr Da Silva, director of a firm specialised in the cleaning of building sites**

1) Can you classify the following employment criteria in order of importance?

importance \ employment criteria	very important	important	not important	undesirable
punctuality	x			
ease of contact			x	
motivation	x			
humour		<b>X</b> For contacts within the teams		
ability to make a decision			x	
presentation	<b>X</b> They have to wear company uniform			
ability to express self			x	
critical mind			x	
listening skills	x			

2) Can you classify the following competencies in order of importance?

importance \ competencies	very important	important	not important	undesirable
autonomy			x	
honesty	<b>X</b>			
skill		<b>X</b>		
team spirit	<b>X</b>			
critical mind			<b>X</b>	
follows instructions	<b>X</b>			
can follow the pace at work			<b>X AT FIRST</b>	
application		<b>X</b>		
attitude at work	<b>X</b>			
ease of contact		<b>X</b>		

**During interviews to find out what employers are looking for when they hire young people, three bosses each completed two charts. You will find them on the following pages. You must write a short report for an employment agency on what seems the most important.**

**Your report:**

**An analysis of the information given by the three company managers gives the following results:**

**A. Employment criteria that were declared to be very important:**

1. For all 3 managers: punctuality and motivation
2. For 2 of the 3: presentation and ability to listen

Ease of contact was chosen by 2 bosses as an important employment criterion.

**B. Competencies that were declared to be very important:**

1. For all 3 managers: honesty, team spirit, follows instructions and attitude at work.
2. For two of the 3: ability to follow a working pace and application.

It should be noted that these bosses considered a critical mind to be unimportant, although one of them stipulated that it should be constructive. But it is not considered as undesirable.

The 8 employees in an office have all chipped in to buy a new electric coffee machine. They are prepared to give 5 to 6 € each. They have asked you to find out which one would be the best for them. You have found 3 which match the price out of all those in the catalogue. You know that they usually drink several cups of coffee a day.

<p><b>COMFORT coffee-maker</b></p> <ul style="list-style-type: none"> <li>- Power 900 watt</li> <li>- Anti-drip system</li> <li>- Removable filter holder</li> <li>- Capacity 1.3 litre (approx. 15 cups)</li> </ul> <p style="text-align: center;">Price: 29.99 €</p>	<p><b>CUCINA coffee-maker</b></p> <ul style="list-style-type: none"> <li>- Power 1000 watt</li> <li>- Anti-drip system</li> <li>- Anti-shock neck for strength</li> <li>- Removable filter holder</li> <li>- Capacity 1.2 litre (approx. 15 cups)</li> <li>- Visible water level</li> </ul> <p style="text-align: center;">Price: 41.60 €</p>	<p><b>ISOTHERM coffee-maker</b></p> <ul style="list-style-type: none"> <li>- Power 800 watt</li> <li>- Anti-shock thermos jug</li> <li>- Automatic opening and closing mechanism</li> <li>- Anti-drip system</li> <li>- Removable swivel filter holder</li> <li>- Aroma indicator (strong/weak coffee)</li> <li>- On/off light indicator</li> <li>- Visible water level</li> <li>- Capacity 8 to 12 cups</li> </ul> <p style="text-align: center;">Price: 54.20 €</p>
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You speak to the 8 employees to tell them which one you have chosen and why. Write down here what you are going to say to them.

**Look at the suggested answers for C3 / 21-1.5**

The 8 employees in an office have all chipped in to buy a new electric coffee machine. They are prepared to give 5 to 6 € each. They have asked you to find out which one would be the best for them. You have found 3 which match the price out of all those in the catalogue. You know that they usually drink several cups of coffee a day.

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You speak to the 8 employees to tell them which one you have chosen and why. Write down here what you are going to say to them.

“There are quite a lot of you and you all drink several cups of coffee a day. So you need a fairly sturdy machine with a large capacity. So I have chosen a coffee maker that has a large capacity (15 cups approximately) and a sturdy jug with an anti-shock neck. It’s the CUCINA coffee maker. Its visible water level will allow you to make an exact number of cups. Finally, its price corresponds to what you all wanted to spend. I hope you’ll all agree with my choice!”

*Note: You could also find arguments in favour of the other two machines.*

You are doing a survey in the street outside a supermarket for the brand “Quality +”. You have to ask a few questions to people coming out of the supermarket:



1. How many articles of the brand “Quality +” have you bought?
2. What are they?
3. On average, how many do you buy per month?
4. Why did you choose “Quality +” rather than another brand?

You note down your answers on cards. After an hour’s work, you have the following cards:

**9:10. Customer 1. Female, aged about 70.**

- Today I have bought 3 “Quality +” items.
- Tins of food for my dog and 2 cats, a tin of green beans and some packet soup.
- Per month, I buy... it’s difficult to say... I buy about 15 different products.
- Because it’s less expensive (I have a very small pension) and just as good as the others.

**9:20. Customer 2. Male, aged about 35.**

- 7 articles today.
- coffee, 2 ready-made meals, 2 types of cheese, detergent, shampoo.
- Per month, a lot, but often the same. Let’s say... about a dozen.
- Because these articles are kind to the environment: packaging is light and recyclable, biodegradable cleaning products.

**9:40. Customer 3. Male, aged about 22.**

- 1 article.
- Strawberry jam.
- 2 per month.
- I buy only strawberry jam in this brand, for my girlfriend. She says it’s better and cheaper.

**9h 45. Customer 4. Female, aged about 40.**

- None.
- 
- 
- Because it’s cheap, I don’t trust it. I always buy the brands I know well.

**9h 50. Customer 5. Female, aged about 50.**

- 5 items.
- Mostly tinned food and cleaning products.
- About ten per month, as I do a big shop here every 2 weeks.
- These products are cheap, just as good as the others, if not better. The tinned food is often organic and the cleaning products are good for the environment. For me, that’s important.

**THE EXERCISE CONTINUES ON THE NEXT PAGE**



Once an hour, you fill in a card summarising the results to be used by their statistics department and for any improvement to the products. Here is the card. Fill it in using the answers that you have received during the past hour.

## Summary of results

Number of customers solicited :  
Number of “Quality +” products bought :  
Type of product :

Number of products bought on average per month :  
Reason for preference (Write the number of answers corresponding to each criterion):  
Price :  
Quality :  
Organic food products :  
Biodegradable products :

Look at the suggested answers for C3 / 21-1.6



Once an hour, you fill in a card summarising the results to be used by their statistics department and for any improvement to the products. Here is the card. Fill it in using the answers that you have received during the past hour.

### Summary of results

**Number of customers solicited** : 5  
**Number of “Quality +” products bought** : 15  
**Type of products** : Pet food, tinned food, packet soups, ready-made meals, cheese, detergent, shampoo, strawberry jam, cleaning products.  
**Number of products bought on average per month** : 29  
**Reason for preference (Write the number of answers corresponding to each criterion):**  
**Price** : 3  
**Quality** : 3  
**Organic food products** : 1  
**Biodegradable products** : 2

Here is the same sentence in different European languages.

BG (Bulgarian)	Първо да защитим Природата!
DE (German)	Schützen Sie die Umwelt
DK (Danish)	Vi skal vaere med til at beskytte miljøet!
ES (Spanish)	¡¡Participe en la conservación del medio ambiente!!
FI (Finnish)	Huolehtikaamme ympäristöstä!
FR (French)	Participons à la protection de l'environnement
GB (English)	Environment protection first!
GR (Greek)	Ας συμβάλλουμε κι εμείς στην προστασία του περιβάλλοντος!
HU (Hungarian)	Első a környezetvédelem!
IT (Italian)	Partecipiamo alla protezione dell'ambiente!
LU (Luxemburg)	Maacht matt fir d'Ëmwelt!
NL (Dutch)	Wees vriendelijk voor het milieu!
PL (Polish)	Bierzmy czynny udział w ochronie środowiska!
PT (Portuguese)	Protecção do ambiente em primeiro lugar!
SE (Swedish)	Var rädd om miljön!
SK (Slovakian)	Podiel'ajme sa na ochrane životného prostredia!

**You are going to compare the different languages shown in the chart.**

1. Which language has the least words?

→

2. Which language has the most words?

→

3. Which languages have a different alphabet to the others if you don't count the accents?

→

4. Which language does not have exactly the same punctuation as the others?

→

5. Which 4 languages use a very similar word? What is the word?

→

6. Which language uses the most capital letters?

→

**Look at the answers for C3 / 21-1.7**

Here is the same sentence in different European languages.

BG (Bulgarian)	Първо да защитим Природата!
DE (German)	Schützen Sie die Umwelt
DK (Danish)	Vi skal vaere med til at beskytte miljøet!
ES (Spanish)	¡¡Participe en la conservación del medio ambiente!!
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SK (Slovakian)	Podieľajme sa na ochrane životného prostredia!

**You are going to compare the different languages shown in the chart.**

1. Which language has the least words?

→ Finnish (with only 2 words).

2. Which language has the most words?

→ Greek (with 8 words).

3. Which languages have a different alphabet to the others if you don't count the accents?

→ Bulgarian and Greek.

4. Which language does not have exactly the same punctuation as the others?

→ Spanish.

5. Which 4 languages use a very similar word? What is the word?

→ French, English and Italian.

The word is: French: "Protection", English: "Protection", Italian: "Protezione".

6. Which language uses the most capital letters?

→ German.

You are doing a placement in the offices of a magazine with Francis Hogan, editorial assistant.

In a previous issue, the readers were invited to give their favourite tips for saving water as we are moving towards a period of serious drought.

For the column “Readers’ tips”, Francis has received a huge amount of letters, from which he has already chosen a few.

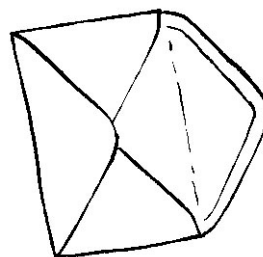
He shows you the ones he has selected and asks you to choose the ones that specifically give hints on saving water, i.e. not using more than necessary. The other letters will be used in a future issue about recycling and using non-polluting methods. **You will find these letters on the next page.**

The letters you are going to use in the next issue are those from:

For a future article, Francis has also asked you to make a chart with all the readers’ tips on how to:

<b>Save water</b>	<b>Recycle (or re-use) water</b>	<b>Use non-polluting methods</b>

**THE EXERCISE CONTINUES ON THE NEXT PAGE**



**Tom Chaplin, from Maidstone**

*During a very dry spell, when there is a hosepipe ban, I recycle water. For example, when I wash fruit and vegetables, I do it under the running tap, over a basin. On the floor next to the sink I always keep two large watering cans into which I pour the water after washing the fruit and veg. I water my garden in the evening, using this water, which is still clean. I do the same when I rinse my hands or something else without using soap or water or detergent.*

**Pat Rani, from Reading**

*I always try to avoid using more water than necessary. I don't leave the tap running when I brush my teeth or shampoo my hair. I have showers rather than baths. I wash my car with the rinsing water from my washing machine (I put the drainage pipe into a large basin).*

**Sami Ravel, from St Albans**

*I have realised that, most of the time, the amount of water used when flushing the toilet was more than necessary to flush away what goes down there! A lot of water is wasted each time we flush! So I have put a brick in the bottom of the tank, which decreases the volume. And if necessary, we can always flush twice!*

**Natalie Wong, from Yeovil**

*I try to limit the pollution from wastewater, from the sink, the washbasins, the toilet. So I buy cleaning products whose labels show that they respect the environment. I don't use those blocks that you put on the edge of the toilet bowl to eliminate scale and make the water blue each time you flush. I prefer to clean it once or twice a week with a gentler descaling agent that is more compatible with the environment like white vinegar. I put a little less detergent than recommended in my washing machine and I really have not noticed any difference in the laundry. Same for the dishwasher.*

**Marie Thomas, from Leeds**

*When I need hot water, I have to leave the tap running for a while until it gets hot, for example when I wash. So I let it run into a basin and I use this water for the flowers on my balcony. It's really quite simple: you just need to keep a basin near the sink or washbasin!*

**Look at the suggested answers for C3 / 21-1.8**

You are doing a placement in the offices of a magazine with Francis Hogan, editorial assistant.

In a previous issue, the readers were invited to give their favourite tips for saving water as we are moving towards a period of serious drought.

For the column “Readers’ tips”, Francis has received a huge amount of letters, from which he has already chosen a few.

He shows you the ones he has selected and asks you to choose the ones that specifically give hints on saving water, i.e. not using more than necessary. The other letters will be used in a future issue about recycling and using non-polluting methods. **You will find these letters on the next page.**

The letters you are going to use in the next issue are those from:

**Pat Rani and Sami Ravel**

For a future article, Francis has also asked you to make a chart with all the readers’ tips on how to:

<b>Save water</b>	<b>Recycle (or reuse) water</b>	<b>Use non-polluting methods</b>
<p>Pat Rani does not leave the tap running when she brushes her teeth or shampoos her hair. She takes showers rather than baths.</p> <p>Sami Ravel puts a brick in the bottom of the tank in the toilet, which decreases the volume of water needed to fill it up.</p>	<p>Tom Chaplin reuses rinsing water (from foods, hands or other sources without detergent) to water his garden.</p> <p>Pat Rani washes her car with the rinsing water from her washing machine (by placing the drainage pipe in a large basin).</p> <p>Marie Thomas runs water into a basin while waiting for it to heat up and uses the water for the flowers on her balcony.</p>	<p>Natalie Wong buys cleaning products that respect the environment. She cleans the toilet bowl with a descaling agent that is compatible with the environment like white vinegar. She uses a little less detergent in her washing machine than recommended on the label (no difference in the laundry). She does the same with the dishwasher</p>

Your younger brother has to go to Romsey to study. You do not know the town and you are helping him to find some accommodation. He has put together some information from Internet and you are both trying to make a choice to find out which ones you will make an appointment to visit. As he will be on his own, your brother just needs a studio flat, furnished if possible to avoid having to move his furniture, with an area of at least 20 m<sup>2</sup>. It should have a kitchen (or kitchenette) with at least a fridge and a hob. He would prefer to be in the town centre, if possible near the station where he can take a bus to his school.

Here is a list of the studios in his price range:

1. In attractive brick building, comfortable studio flat, 24 m<sup>2</sup> entirely renovated, fully equipped kitchen, bathroom.
2. Town centre, near station, furnished studio 20 m<sup>2</sup> with kitchenette and shower/toilet.
3. Near station, furnished studio flat 16 m<sup>2</sup>, electric heating, kitchen area with fridge and hob, 5<sup>th</sup> floor, lift, lovely view of trees.
4. Romsey centre, nice studio flat in recent building, 27 m<sup>2</sup>, two windows, small fully equipped kitchen, shower room, separate WC, collective central heating, ground floor with small garden.
5. Station area, furnished studio flat, 22 m<sup>2</sup>, fully equipped kitchen area, bathroom, 2<sup>nd</sup> floor, period building.
6. Centre, furnished studio flat, 24 m<sup>2</sup> with mezzanine 9 m<sup>2</sup>, kitchenette and shower room.
7. Romsey outskirts, lovely studio flat 28 m<sup>2</sup> in modern building, 7<sup>th</sup> floor, lift, with small balcony overlooking garden.
8. Furnished studio flat, 25 m<sup>2</sup> in old hotel, renovated and transformed into flats, 4<sup>th</sup> floor, lovely view of the station building, double-glazing, fully equipped kitchen, bathroom/WC, large cupboard.
9. Town centre, furnished studio flat, 17 m<sup>2</sup>, well appointed, 4<sup>th</sup> floor.
10. Large studio flat 33 m<sup>2</sup> with small fully equipped kitchen, bathroom, separate WC, hall with cupboards.
11. Attractive studio flat, nicely furnished, exposed beams, recently renovated, kitchen with fridge freezer, washing machine and microwave, shower with WC, 1<sup>st</sup> floor overlooking fields.
12. Near station, studio flat 23 m<sup>2</sup> furnished, kitchenette, bathroom/toilet, electric heating, 2<sup>nd</sup> floor overlooking peaceful courtyard.

THE EXERCISE CONTINUES ON THE NEXT PAGE

After looking at the list, you have eliminated studios 1, 3, 4, 7, 9, 10 and 11. Your brother asks you why. Answer him. You can either give an overall answer, or give a separate explanation for each studio eliminated.

Among the studios that you did not eliminated, which one seems most suitable? Why?

**Look at the suggested answers for C3 / 21-1.8**

After looking at the list, you have eliminated studios 1, 3, 4, 7, 9, 10 and 11. Your brother asks you why. Answer him. You can either give an overall answer, or give a separate explanation for each studio eliminated.

*Overall answer:*

*“I have eliminated these studios because they did not correspond to what you are looking for (far from the centre, unfurnished, too small) or some indications were not given, like where it is in the town or the surface area.”*

*Detailed answer:*

*No.1 does not say where it is in the town.*

*No.3 is too small (16 m<sup>2</sup>).*

*No.4 is not specified as furnished. It therefore probably is not.*

*No.7 is on the outskirts, therefore not in the town centre.*

*No.9 is too small (17 m<sup>2</sup>).*

*No.10 does not say where it is. It is therefore probably quite far from the town centre.*

*No. 11 overlooks fields. So it is not in the town centre.*

**Among the studios that you did not eliminate, which one seems most suitable? Why?**

*No. 8 is the biggest, the building has been renovated, and there is a nice view. The window is double-glazed which means good sound insulation (the building seems to overlook the station) and heat insulation for cold or very hot weather. A large cupboard is often very useful.*