<table>
<thead>
<tr>
<th><strong>900 exercises in vocational communication</strong></th>
<th><strong>Notes for teachers</strong></th>
<th>C3 / 22</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General aim</strong></td>
<td>C: Understand a message</td>
<td></td>
</tr>
<tr>
<td><strong>Level of difficulty</strong></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td><strong>Intermediate aim</strong></td>
<td>2: Grasp the general meaning of a message</td>
<td></td>
</tr>
<tr>
<td><strong>Operational aim</strong></td>
<td>2: Transpose a message from one code to another&lt;br&gt;<strong>Secondary aims:</strong>&lt;br&gt;1.0: Gestures&lt;br&gt;2.0: Language used as a code&lt;br&gt;3.0: Written and oral codes</td>
<td></td>
</tr>
<tr>
<td><strong>Pre-requisites</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Number of exercises</strong></td>
<td>1.0: 4&lt;br&gt;2.0: 3&lt;br&gt;3.0: 7</td>
<td></td>
</tr>
<tr>
<td><strong>Summing-up exercise</strong></td>
<td>1.0: C3/22-1.4&lt;br&gt;2.0: C3/22-2.4&lt;br&gt;3.0: C3/22-3.7</td>
<td></td>
</tr>
<tr>
<td><strong>Comments</strong></td>
<td>The documents can be replaced by current documents used in each country, for example the weather map (C3/22-1.4).</td>
<td></td>
</tr>
</tbody>
</table>
What is a code?

You probably already know the highway code.

It is made up of 3 types of signpost:

1. **Triangles, which warn of a danger**;

2. **Circles, which mean you must or must not do something. If they have a diagonal line through them, it means the end of the instruction**;

3. **Rectangles and squares, which indicate destinations, distances and practicalities on the road**.

On these signposts there are indications which:

- show the type of danger,
- indicate what you must or must not do
- give information

For example the signpost \[\text{dangerous bend to the right}\] means: dangerous bend to the right

For example, the signpost \[\text{dangerous bend to the left}\] means: dangerous bend to the left
Here are some more signposts giving information:

- Bridle path
- No overtaking
- End of 50 kph speed limit
- Picnic area

So each signpost has a particular function and its role is to communicate information.

All these signposts make up the “highway code”. Their purpose is to inform road users of any dangers, of what they must or must not do, and to tell them what they need to know.

A code is a set of signs used for communication. Without a code, there is no communication possible.
What is the meaning of these road signs?

Write the number of the signpost in the chart.

<table>
<thead>
<tr>
<th>Signpost number</th>
<th>Meaning of signpost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Two way road</td>
</tr>
<tr>
<td>2</td>
<td>Road works</td>
</tr>
<tr>
<td>3</td>
<td>Slippery road</td>
</tr>
<tr>
<td>4</td>
<td>Car park</td>
</tr>
<tr>
<td>5</td>
<td>Departure point for excursions</td>
</tr>
</tbody>
</table>

Look at the answers for C3 / 22-1.1
What is the meaning of these road signs?

Write the number of the signpost in the chart.

<table>
<thead>
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<th>Signpost no.</th>
<th>Meaning of signpost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<tr>
<td>2</td>
<td>Slippery road</td>
</tr>
<tr>
<td>3</td>
<td>Car park</td>
</tr>
<tr>
<td>4</td>
<td>Departure point for excursions</td>
</tr>
<tr>
<td>5</td>
<td>Road works</td>
</tr>
</tbody>
</table>
There are also **gestural** codes.

Look at this policeman.

He is in profile with his arms out to his sides. He is allowing motorists to go ahead.

He is shown from the front (or back) with his arms out. He is obliging the motorists to stop.

He is raising one arm to ask them to stop.

GO TO THE NEXT PAGE
The policeman can also make the following gestures:

He is pointing to designate a vehicle.

He is making gestures with his forearm to accelerate the movement of the traffic.

He is making gestures with his forearm to slow down the traffic.

These gestures are signs. They inform motorists and also pedestrians.
You know that deaf and dumb people communicate with each other by gestures. This table represents one of the codes they use.

Each gesture, or sign, corresponds to a letter of the alphabet. So the signs:

mean C A T

What words are shown by the following signs?

1. →
2. →
3. →
4. →
5. →
6. →

Look at the answers for C3 / 22-1.3
What words are shown by the following signs?

1. → HOTEL
2. → PIZZA
3. → STOP
4. → RADIO
5. → BUS
6. → KIWI

You know that deaf and dumb people communicate with each other by gestures. This table represents one of the codes they use.

Each gesture, or sign, corresponds to a letter of the alphabet. So the signs:

mean C A T
When we look at hotel brochures, pictograms tell us what services they offer. Here are some pictograms and their meanings:

<table>
<thead>
<tr>
<th>Table of pictograms</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Distance from the sea" /></td>
</tr>
<tr>
<td><img src="image" alt="Distance from shops" /></td>
</tr>
<tr>
<td><img src="image" alt="Sea views" /></td>
</tr>
<tr>
<td><img src="image" alt="Restaurant" /></td>
</tr>
</tbody>
</table>

This table is taken from a hotel catalogue that you can find on Internet.

Look at the information it contains.

**Town** | **Name and address**
---|---
DOUGLAS, ISLE OF MAN | **Hotel Bristol**  
21 The Promenade  
Tel: 01624 775 618  
Fax: 01624 775 620  
http://www.hotelbristol.iom.com/  
10 rooms – Open all year

| ![Distance from the sea](image) | ![Television](image) | ![Dogs allowed](image) | ![Breakfast rate](image) |
| ![Distance from shops](image) | ![Telephone in the rooms](image) | ![Bathroom](image) |
| ![Sea views](image) | ![Car park](image) | ![Conference room](image) |
| ![Restaurant](image) | ![Wheelchair access](image) | ![Holiday vouchers](image) |

| ![Distance from the sea](image) | ![Television](image) | ![Dogs allowed](image) | ![Breakfast rate](image) |
| ![Distance from shops](image) | ![Telephone in the rooms](image) | ![Bathroom](image) |
| ![Sea views](image) | ![Car park](image) | ![Conference room](image) |
| ![Restaurant](image) | ![Wheelchair access](image) | ![Holiday vouchers](image) |

| ![Distance from the sea](image) | ![Television](image) | ![Dogs allowed](image) | ![Breakfast rate](image) |
| ![Distance from shops](image) | ![Telephone in the rooms](image) | ![Bathroom](image) |
| ![Sea views](image) | ![Car park](image) | ![Conference room](image) |
| ![Restaurant](image) | ![Wheelchair access](image) | ![Holiday vouchers](image) |

Thanks to the pictograms, we know that this hotel:

- is 300 metres from the beach
- is 900 metres from the shops
- has 7 bedrooms with sea views
- has a restaurant
- has 3 bedrooms with television sets
- has a telephone in each room
- has a car park
- does not have disabled access
- accepts dogs
- has 8 bedrooms with a shower, 2 with a bath and 2 with bath and shower
- does not have a conference room
- accepts holiday vouchers
- offers breakfast for an extra 5.50 €

GO TO THE NEXT PAGE
Here are the characteristics of 3 hotels. Under the pictograms, you can find indications.

<table>
<thead>
<tr>
<th>Town</th>
<th>Name and address</th>
<th>Room price mini/maxi</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOLKESTONE</td>
<td><strong>The Whitecliff Inn</strong>&lt;br&gt;Folkestone&lt;br&gt;Tel: 01303 223 012&lt;br&gt;16 rooms – Open end March to end Nov.</td>
<td>Yes 10D 5B 1 L 7 € 50 40 - 80 €</td>
</tr>
<tr>
<td>PEEL</td>
<td><strong>Hotel Belleview</strong>&lt;br&gt;10 Harbour Way&lt;br&gt;Tel: 01624 336 561&lt;br&gt;Fax: 01624 336 570&lt;br&gt;Email: <a href="mailto:contact@peel-hotel-belleview.com">contact@peel-hotel-belleview.com</a>&lt;br&gt;Website: <a href="http://www.peel-hotel-bellevue.com">www.peel-hotel-bellevue.com</a>&lt;br&gt;29 rooms - Open April to October</td>
<td>No Yes 29 SB 8 € 53 - 103 €</td>
</tr>
<tr>
<td>PORT ERIN</td>
<td><strong>Normandy</strong>&lt;br&gt;2 Seaview Rise&lt;br&gt;Tel: 01624 756 208&lt;br&gt;Email: <a href="mailto:normandy@wanadoo.co.uk">normandy@wanadoo.co.uk</a>&lt;br&gt;Website: <a href="http://www.normandy-porterin.com">www.normandy-porterin.com</a>&lt;br&gt;25 rooms – Open all year</td>
<td>No No 18 B 7 S 81 - 113 €</td>
</tr>
</tbody>
</table>

Indicate which services these hotels offer by writing YES or NO in the corresponding boxes.

<table>
<thead>
<tr>
<th>Name of the hotel</th>
<th>Restaurant</th>
<th>Telephone in the room</th>
<th>Disabled access</th>
<th>Dogs admitted</th>
<th>Near the beach (maximum 300m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Whitecliff Inn</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Belleview</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Normandy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Look at the answers for C3 / 22-1.3
Here are the characteristics of 3 hotels. Under the pictograms, you can find indications.

<table>
<thead>
<tr>
<th>Town</th>
<th>Name and address</th>
<th>300 m</th>
<th>5 K m</th>
<th>Yes</th>
<th>No</th>
<th>3</th>
<th>Yes</th>
<th>Yes</th>
<th>Room price mini/maxi</th>
</tr>
</thead>
<tbody>
<tr>
<td>FOLKESTONE</td>
<td>The Whitecliff Inn</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>3</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>7 € 50 40 - 80 €</td>
</tr>
<tr>
<td></td>
<td>Folkestone Tel: 01303 223 012</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>16 rooms - Open end March to end Nov.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PEEL</td>
<td>Hotel Belleview</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>ISLE OF MAN</td>
<td>10 Harbour Way Tel: 01624 336 561</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax: 01624 336 570</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:contact@peel-hotel-belleview.com">contact@peel-hotel-belleview.com</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td><a href="http://www.peel-hotel-belleview.com">www.peel-hotel-belleview.com</a></td>
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<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td>Belleview</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Normandy</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>YES</td>
</tr>
</tbody>
</table>
Here is the explanation for a weather forecast

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Explanation</th>
<th>Symbol</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>☀</td>
<td>Sunshine</td>
<td>☁</td>
<td>Cloudy with clear spells</td>
</tr>
<tr>
<td>☁</td>
<td>Slight cloud</td>
<td>☁</td>
<td>Cloudy</td>
</tr>
<tr>
<td>⚅</td>
<td>Rain</td>
<td>⚅</td>
<td>Storms</td>
</tr>
<tr>
<td>⚅</td>
<td>Heavy rain</td>
<td>⚅</td>
<td>Storms and hail</td>
</tr>
<tr>
<td>⛈</td>
<td>Snow</td>
<td>⛈</td>
<td>Cloudy with snow</td>
</tr>
<tr>
<td>⛈</td>
<td>Sleet</td>
<td></td>
<td>Frost</td>
</tr>
</tbody>
</table>

The temperatures are on the map.

GO TO THE NEXT PAGE
Here is a map of Europe with the weather forecast:

1. What’s the weather like in Marseilles?
2. Which city is the hottest?
3. Which city is the coldest?
4. What’s the weather like in Rome?
5. What’s the weather like in Madrid?
6. How hot is it in Vienna?
7. What’s the weather like in Sofia?
8. In which cities is it cloudy and wet?

Look at the suggested answers for C3 / 22-1.4
Here is a map of Europe with the weather forecast:

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. What’s the weather like in Marseilles?</td>
<td>Sunshine</td>
</tr>
<tr>
<td>2. Which city is the hottest?</td>
<td>Athens</td>
</tr>
<tr>
<td>3. Which city is the coldest?</td>
<td>Riga</td>
</tr>
<tr>
<td>4. What’s the weather like in Rome?</td>
<td>Cloudy</td>
</tr>
<tr>
<td>5. What’s the weather like in Madrid?</td>
<td>Storms</td>
</tr>
<tr>
<td>6. How hot is it in Vienna?</td>
<td>16°</td>
</tr>
<tr>
<td>7. What’s the weather like in Sofia?</td>
<td>20°</td>
</tr>
<tr>
<td>8. In which cities is it cloudy and wet?</td>
<td>Edinburgh and Copenhagen</td>
</tr>
</tbody>
</table>
My colleague is on the other side of the window and she can’t hear me. I want to suggest that we go out to lunch. How can I make her understand?

- I can make a gesture to show that I’m hungry
- I can mime someone eating
- I can draw us having lunch and show her the drawing through the window

But if my colleague is next to me… I can simply say to her:

“Shall we go and have some lunch?”

The words that we use when we speak are also a means of communication. The language we speak is also a code!
What are they saying to each other?
Write the number of the picture opposite the corresponding sentence.

<table>
<thead>
<tr>
<th>Picture number</th>
<th>Sentence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dad, do you understand this exercise?</td>
</tr>
<tr>
<td></td>
<td>No, you start!</td>
</tr>
<tr>
<td>2</td>
<td>Have you still got toothache, Grandpa?</td>
</tr>
<tr>
<td>3</td>
<td>Mm, this is delicious!</td>
</tr>
</tbody>
</table>

Look at the suggested answers for C3 / 22-2.1
What are they saying to each other?
Write the number of the picture opposite the corresponding sentence.

<table>
<thead>
<tr>
<th>Picture number</th>
<th>Sentence</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Dad, do you understand this exercise?</td>
</tr>
<tr>
<td>2</td>
<td>No, you start!</td>
</tr>
<tr>
<td>1</td>
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</tr>
<tr>
<td>3</td>
<td>Mm, this is delicious!</td>
</tr>
</tbody>
</table>
What are they saying to each other?
Write the number of the picture opposite the corresponding sentence.

<table>
<thead>
<tr>
<th>Picture number</th>
<th>Sentence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>There you are, I’ve gift wrapped it.</td>
</tr>
<tr>
<td>2</td>
<td>Please play something for me.</td>
</tr>
<tr>
<td>3</td>
<td>This one’s not very ripe…</td>
</tr>
<tr>
<td>4</td>
<td>I’ve finished! You can go now.</td>
</tr>
</tbody>
</table>

Look at the suggested answers for C3 / 22-2.2
What are they saying to each other?
Write the number of the picture opposite the corresponding sentence.

<table>
<thead>
<tr>
<th>Picture number</th>
<th>Sentence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>There you are, I’ve gift wrapped it.</td>
</tr>
<tr>
<td>2</td>
<td>Please play something for me.</td>
</tr>
<tr>
<td>3</td>
<td>This one’s not very ripe…</td>
</tr>
<tr>
<td>4</td>
<td>I’ve finished! You can go now.</td>
</tr>
</tbody>
</table>
Replace the drawings with words.

1. What is the doctor saying to the young woman?

________________ __________________________
________________ __________________________
________________ __________________________
________________ __________________________
________________ __________________________
________________ __________________________
2. What is the blond woman thinking?

__________________________________________________________
__________________________________________________________
__________________________________________________________

3. What is the sales woman saying?

__________________________________________________________
__________________________________________________________
__________________________________________________________

GO TO THE NEXT PAGE
1. What does this signpost indicate to the tourist?

___________________________________________

___________________________________________

___________________________________________

Look at the suggested answers for C3 / 22-2.3 or show your work to the teacher
Replace the drawings with words.

1. What is the doctor saying to the young woman?

*You must stop eating biscuits and cakes.*

*You must not drink wine or coffee.*

*And you must stop smoking.*
2. What is the blond woman thinking?

I’m going to buy a bunch of flowers.

3. What is the saleswoman saying?

Look at this lovely veg! This gorgeous fruit!
You won’t get any fresher or cheaper than this!
Come and take a look, ladies and gents!
1. What does the signpost indicate to the tourist?

No photographs! (or It’s forbidden to take photographs).
This set of pictures tells a short story. You will find three short stories told on the next page. Which one matches the pictures best?
Story 1

A young girl is spending her holidays in the country. In the street she sees a family. A little girl is running after a very small dog. She throws a stick for the dog. It is very happy. And the family goes back home.

Story 2

A young girl is walking in the woods. She is very bored. She is all alone. She meets a man and his daughter. There is a dog with them. His name is Jack. The little girl asks her father to bring a stick.

Story 3

A young girl comes back to the place where she grew up. In the street, she sees a man, a little girl and a dog. The little girl is asking her dog to bring a stick. So the young girl remembers her childhood in the village. She also had a dog. She loved him a lot.

Look at the suggested answers for C3 / 22-2.4
Story 3 matches the pictures best.

The sentences that do not go with the story are underlined.

Story 1

A young girl is spending her holidays in the country.
In the street she sees a family.
A little girl is running after a very small dog.
She throws a stick for the dog. It is very happy.
And the family goes back home.

Story 2

A young girl is walking in the woods.
She is very bored. She is all alone.
She meets a man and his daughter.
There is a dog with them. His name is Jack.
The little girl asks her father to bring a stick.

Story 3

A young girl comes back to the place where she grew up.
In the street, she sees a man, a little girl and a dog.
The little girl is asking her dog to bring a stick.
So the young girl remembers her childhood in the village.
She also had a dog. She loved him a lot.
Anthony has made his family tree.

He shows it to his friend Jessica.

Anthony:  Look at this. That’s my uncle Jim,
          And that’s his son, my cousin Fred.

Jessica:  Which one?

Anthony:  That one, you know, I’ve told you about him.

Jessica:  Er, sorry, I’ve forgotten. What about your Aunt Rosemary?
          Is that her?

Anthony:  Yes, that’s her.
You were not there when Anthony showed his family to Jessica, so you can’t know who Uncle Jim, cousin Fred and Aunt Rosemary are. You didn’t see which photos the two friends were looking at when they said: “that one”, “him”, “there”.

Now imagine that Anthony is writing to another friend, Claire, to tell her about his family:

Dear Claire,
Since you’re interested in genealogy, here’s my family tree.
At the bottom, on the trunk, you can see my maternal grandfather and grandmother.
They had three children: two boys and a girl. Their daughter is my mother. She’s on the big branch on the right. Next to her is my father, and above them, you’ll recognise my little brother Philip and me.
On the branch in the middle, above my grandparents, is my Uncle Jim. His wife, my Aunt Rosemary, is next to him and their three children are on the three small branches above: my cousin Paul is on the left-hand one, my cousin Kate is in the middle and my cousin Fred is on the right.
My Uncle Cedric, on the big branch on the left, never married.

This time you can easily recognise Uncle Jim, Aunt Rosemary and cousin Fred, because Anthony has placed them for you.

With the explanations given to Maria and those given to Claire, you will notice that we do not use the same language when we speak and when we write.

* When we speak, we use an **oral code**.

We speak to someone who is present, who can answer or ask questions. We use words that are not always very precise, we use gestures, we show objects, we repeat if the other has not understood.

* When we write, we use a **written code**.

We write to someone who is absent, who cannot answer immediately. We have to explain precisely to make sure the other person will understand correctly.
Here is a series of short messages, written or spoken.

Under each one write:

* **Oral code**, if you think it’s a spoken message
* **Written code**, if you think it’s a written message
* **Oral and written**, if you think the message could be spoken or written.

1. What’s a mammoth? … a mammoth, er, it’s um, a mammoth, well it’s as big as an elephant, no, even bigger, and it lived a long time ago. Na, there aren’t any more of ‘em.

   →

2. Instructions in case of fire:
   - Leave your workplace quickly but calmly, and in silence;
   - Do not panic. If you are overcome by smoke, bend down and place your handkerchief over your nose and mouth;
   - Do not use the lift.

   →

3. On September 25th at 11 am, I accidentally hit a Renault van parked in the main road. Its number plate is T 365 SKL.

   →

4. Please take a ticket and wait in the waiting room.

   →

5. Hello, this is Frank Johnstone from Texco. I’d like to make an appointment to see Mr. Caine. No, Johnstone, with an e.
   Ah, I see. Wednesday at 10 am. Unfortunately I’m not free in the morning. Thursday? Yes, … 3 pm? That’s perfect. Thank you very much. Goodbye.

   →

6. To make fig jam, choose one kilo of small, pale green figs. They should be juicy and sweet.
   Do not peel them. Just wipe them.
   Put 500 grams of sugar and two cups of water into a saucepan and make a syrup. When it starts to thicken, after about 10 minutes, add the figs and a vanilla pod. Leave to cook for 20 minutes.

   →

7. Thank you for your attention. Yours faithfully.

   →

8. What in the world is that? Where on earth did you find it? You’re kidding! I didn’t think anything like that still existed!

   →

Look at the suggested answers for C3 / 22-3.2
* Here is a series of short messages, written or spoken.

Under each one write:

* **Oral code**, if you think it’s a spoken message
* **Written code**, if you think it’s a written message
* **Oral and written**, if you think the message could be spoken or written.

1. What’s a mammoth? … a mammoth, er, it’s um, a mammoth, well it’s as big as an elephant, no, even bigger, and it lived a long time ago. Na, there aren’t any more of ‘em.
   → **Oral code**

2. Instructions in case of fire:
   - Leave your workplace quickly but calmly, and in silence;
   - Do not panic. If you are overcome by smoke, bend down and place you handkerchief over your nose and mouth;
   - Do not use the lift.
   → **Written code**

3. On September 25th at 11 am, I accidentally hit a Renault van parked in the main road. Its number plate is T 365 SKL.
   → **Oral and written**

4. Please take a ticket and wait in the waiting room.
   → **Oral and written**

5. Hello, this is Frank Johnstone from Texco. I’d like to make an appointment to see Mr. Caine. No, Johnstone, with an e.
   Ah, I see. Wednesday at 10 am. Unfortunately I’m not free in the morning. Thursday? Yes, … 3 pm? That’s perfect. Thank you very much. Goodbye.
   → **Oral code**

6. To make fig jam, choose one kilo of small, pale green figs. They should be juicy and sweet. Do not peel them. Just wipe them.
   Put 500 grams of sugar and two cups of water into a saucepan and make a syrup. When it starts to thicken, after about 10 minutes, add the figs and a vanilla pod. Leave to cook for 20 minutes.
   → **Written code**

7. Thank you for your attention. Yours faithfully.
   → **Written code**

8. What in the world is that? Where on earth did you find it? You’re kidding! I didn’t think anything like that still existed!
   → **Oral code**
Read this dialogue:

Woman: Excuse me sir, could you tell me how to get to the Central Hospital?

Man: Certainly, Madam, it’s very easy. Go straight down this road. When you get to the park, turn that way. A little further down, you’ll see the Central Hospital.

Woman: Which park? Is it those trees over there?

Man: Yes, that’s right.

Woman: And I turn left?

Man: No no, you turn right.

Woman: Ah! Thank you sir.

1) Underline all the elements in the dialogue which belong to the oral code and cannot belong to the written code.

2) Underline with two lines all the elements which are not precise enough to belong to the written code.

Look at the suggested answers for C3 / 22-3.3
Read this dialogue:

Woman: Excuse me sir, could you tell me how to get to the Central Hospital?

Man: Certainly, Madam, it’s very easy. Go straight down this road. When you get to the park, turn that way. A little further down, you’ll see the Central Hospital.

Woman: Which park? Is it those trees over there?

Man: Yes, that’s them.

Woman: And I turn left?

Man: No no, you turn right.

Woman: Ah, right! Thank you sir.

1) Underline all the elements in the dialogue which belong to the oral code and cannot belong to the written code.

2) Underline with two lines all the elements which are not precise enough to belong to the written code.
Read this note that Mr Smith has written to his friend Joan to explain how to get from the bus stop to the hospital:

Dear Joan,

Just a note to tell you how to get to the hospital.

When you get off the bus, take the first road on your right. It’s called Berwick Road. Go along that road till you get to St. Anne’s Park. You can’t miss it, it’s at the end of the road. Then turn right again, cross Bernard Avenue and you’ll be just in front of the hospital.

Look at the dialogue in the previous exercise, C3 /22-33. Compare it with this letter and underline all the details which have been added in the written text.

Look at the suggested answers for C3 / 22-34
Read this note that Mr Smith has written to his friend Joan to explain how to get from the bus stop to the hospital:

Dear Joan,

Just a note to tell you how to get to the hospital.

When you get off the bus, take the first road on your right. It’s called Berwick Road. Go along that road till you get to St. Anne’s Park. You can’t miss it, it’s at the end of the road. Then turn right again, cross Bernard Avenue and you’ll be just in front of the hospital.

Look at the dialogue in the previous exercise, C3 /22-33. Compare it with this letter and underline all the details which have been added in the written text.
The following messages all belong to the oral code.

For each of them, underline all the elements that would not be understood if the messages were written because they need gestures or indications, or because there are situations we don’t know about, etc.

1. I’ve lost my dog… It’s a small dog, about this big… He has a white patch between his eyes… I lost him just outside the baker’s… about ten minutes ago!

2. Right, so if there’s a fire, you have to go out either by the front door or by that door over there, which is the fire exit.

3. And the score is still nil-nil, after 30 minutes of play.

4. Right, now look… you’ll see, it’s really easy to work this machine: you plug it in, you pull that thing there, you press the button, and hey presto, it starts.

5. I’d like to apologise for my absence last week. I couldn’t come because I had an accident on my bike and look what I did…

6. I’d advise you to take this model here, the quality is better.
The following messages all belong to the oral code.

For each of them, underline all the elements that would not be understood if the messages were written because they need gestures or indications, or because there are situations we don’t know about, etc.

1. I’ve lost my dog… It’s a small dog, about this big… He has a white patch between his eyes… I lost him just outside the baker’s… about ten minutes ago!

2. Right, so if there’s a fire, you have to go out either by the front door or by that door over there, which is the fire exit.

3. And the score is still nil-nil, after 30 minutes of play.

4. Right, now look… you’ll see, it’s really easy to work this machine: you plug it in, you pull that thing there, you press the button, and hey presto, it starts.

5. I’d like to apologise for my absence last week. I couldn’t come because I had an accident on my bike and look what I did…

6. I’d advise you to take this model here, the quality is better.

You can also underline indications of time since they refer to a date or a time that you don’t know:

1. I’ve lost my dog… It’s a small dog, about this big… He has a white patch between his eyes… I lost him just outside the baker’s… about ten minutes ago!

3. And the score is still nil-nil, after 30 minutes of play.

5. I’d like to apologise for my absence last week. I couldn’t come because I had an accident on my bike and look what I did…
Here is a series of short written messages.
They are not easy to understand because they are incomplete.
Under each one, write what is missing to make the message clear and precise.

1. Dear Paul,
   I’m arriving the day after tomorrow. I hope you can come to meet me at the station.
   →

2. Meet me at 4.30pm on Chestnut Avenue.
   →

3. Tomorrow, free haircuts for all children under 15.
   →

4. This piece of furniture is twice the price!
   →

5. It was dark when he went out at about 8 o’clock.
   →

6. This table is much smaller.
   →

7. You’re exceeding the speed limit on this road!
   →

8. We should arrive ten minutes before the appointment.
   →

Look at the suggested answers for C3 / 22-3.6
900 exercises in vocational communication

Suggested answers

Here is a series of short written messages.
They are not easy to understand because they are incomplete.
Under each one, write what is missing to make the message clear and precise.

1. Dear Paul,
I’m arriving the day after tomorrow. I hope you can come to meet me at the station.

→ There is no date. Since we don’t know when the message was written, “the day after tomorrow” could be any day. We don’t know what time the train arrives, nor at which station.

2. Meet me at 4.30pm on Chestnut Avenue.

→ We don’t know what date, nor where exactly on Chestnut Avenue.

3. Tomorrow, free haircuts for all children under 15.

→ There is no date. Since we don’t know when the message was written, “tomorrow” could be any day.

4. This piece of furniture is twice the price!

→ Twice the price of what?

5. It was dark when he went out at about 8 o’clock.

→ It could be 8 o’clock in the morning or, just as easily, 8 o’clock at night, as it was dark.

6. This table is much smaller.

→ Much smaller than what? There is no element of comparison.

7. You’re exceeding the speed limit on this road!

→ We don’t know what the speed limit is on the road in question.

8. We should arrive ten minutes before the appointment.

→ We don’t know what time the appointment is.
Here is a comic strip.
The characters are speaking in oral code.

'Lo Mrs Leach.
Hello Miriam. Jo's waiting upstairs.
Hi! Er, you're not going like that, are you?

Well
Yeah, maybe you're right.
Can't see any. Can you?
Over there, maybe?

Yeah, but he's with someone.
Hey look, outside the bookshop....
Hmm, not bad, but he's on his own.
You go then, I'll wait here.

Pity.

Nope, it's both of us or nothing.

OK...

Hi there girls!!!
Stupid idiots!!!

Huh! It'll never work!
They're too stupid!
Here, in written code, is what the characters say to each other.

The numbers of the sentences corresponds to the pictures.

Complete the sentences.

1. Miriam says hello to Mrs __________.
2. Mrs Leach says that her friend Jo is waiting for her __________.
3. Miriam climbs the stairs whistling.
4. Miriam convinces Jo that she should dress differently.
5. Jo is surprised.
6. In the end, she has changed and tells her friend that she was __________ after all.
7. Miriam asks Jo if she can __________ one. Jo answers that she can, perhaps, over there.
8. One of the young girls says that he is not __________.
9. Miriam tells her friend to __________ in front of the __________.
10. Miriam thinks the young man is not bad, but he is __________! Jo suggests that her friend goes to see him. She will wait for her here.
11. Miriam refuses. She reminds Jo that they had decided to go __________ or not at all.
12. Two boys try their luck with the two girls but they do not appreciate it!
13. Both of them call the boys morons.
14. They conclude that is will never __________ and that boys are all __________.

Look at the suggested answers for C3 / 22-3.7
1. Miriam says hello to Mrs Leach.

2. Mrs Leach says that her friend Jo is waiting for her upstairs.

3. Miriam climbs the stairs whistling.

4. Miriam convinces Jo that she should dress differently.

5. Jo is surprised.

6. In the end, she has changed and tells her friend that she was right after all.

7. Miriam asks Jo if she can see one. Jo answers that she can, perhaps, over there.

8. One of the young girls says that he is not alone.

9. Miriam tells her friend to look in front of the bookshop.

10. Miriam thinks the young man is not bad, but he is alone! Jo suggests that her friend goes to see him. She will wait for her here.

11. Miriam refuses. She reminds Jo that they had decided to go together or not at all.

12. Two boys try their luck with the two girls but they do not appreciate it!

13. Both of them call the boys morons.

14. They conclude that it will never work and that boys are all idiots.