<table>
<thead>
<tr>
<th>900 exercises in vocational communication</th>
<th>Notes for teachers</th>
<th>D3 / 32</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General aim</strong></td>
<td>D: Compose a written 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>3 Write a message</td>
<td></td>
</tr>
<tr>
<td><strong>Operational aim</strong></td>
<td>4 Produce a message from simple notes.</td>
<td></td>
</tr>
</tbody>
</table>
| **Pre-requirements**                    | - Transform notes into full sentences.  
- Ability to write simple and complex sentences. |        |
| **Number of exercises**                 | 7                  |        |
| **Summing-up exercise**                 | D3 / 32 – 1.8      |        |
| **Comments**                            |                     |        |
Here are some notes. From these notes, you are going to write an email for your boss.

---

**Don't forget**

<table>
<thead>
<tr>
<th>Date:</th>
<th>04/09/07</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ By phone</td>
<td>☐ In person</td>
</tr>
<tr>
<td>☐ Mr</td>
<td>☑ Mrs</td>
</tr>
<tr>
<td>☐ Telephone</td>
<td>☐ Fax</td>
</tr>
</tbody>
</table>

**About:**

- Schmidt
- Several complaints to Software-Development
- Will have new programme tomorrow
- Keep Friday’s appointment?

☐ will call ☑ wants to be called back ☑ 020 314 53417

☐ transferred to ______________________________

---

Go to the next page
Here is a page specifically for sending an email.
This page is taken from a standard computer application.
The layout may be different in other applications.
Don’t forget to put the address of the person you are sending the message to and indicate the subject of the message.

Look at the suggested answers for D3/32-1.1
Here is a page for sending an email.
This page is taken from a standard computer application.
The layout may be different in other applications.
Don’t forget to put the address of the person you are sending the message to and indicate the subject of the message.

Dear Mr Pemberton,

Mrs Schmidt from “Media Design” phoned at 3.50 this afternoon. She told me that after several complaints to “Software Development” they have at last confirmed that she will have the new software this afternoon.

She would like to know if you want to keep Friday’s appointment.

Could you phone her on 020 314 53417 please.

Best regards,

Jon Duncan
Pete is spending his holidays with his family in the country. While he is away, his friend Atef is staying in his flat.

Atef is noting down all the phone calls. Then he sends Pete an email.

02.07.: Anne phoned. What does she have to do to apply for a job?

03.07.: Anne phoned again. She’s like Pete to send her an email. She wants to know how to apply for a job.

03.07.: Harry called. He wants to know if Pete’s computer is already fairly old. He’d also like to know where Pete bought it?

03.07.: Ingrid rang. She doesn’t know when she’ll be back. She’ll ring back soon.

Look at the suggested answers for D3/32-1.2
Pete is spending his holidays with his family in the country. While he is away, his friend Atef is staying in his flat.

Atef is noting down all the phone calls. Then he sends Pete an email.

---

Read the notes.
Write the email to Pete

---

02.07.: Anne phoned.
What does she have to do to apply for a job?

03.07.: Anne phoned again.
She’s like Pete to send her an email. She wants to know how to apply for a job.

03.07.: Harry called.
He wants to know if Pete’s computer is already fairly old. He’d also like to know where Pete bought it?

03.07.: Ingrid rang.
She doesn’t know when she’ll be back. She’ll ring back soon.

Hi Pete,

You really should get yourself a secretary! The phone never stops ringing.
Anne called twice. She wants to know what she has to do to apply for a job. Can you send her an email? You’d probably be better off writing her application for her!!
Harry called too. He wants some information about your computer. He’s also like to know where you bought it. Maybe he wants a discount from the shop?
Ingrid says she doesn’t know yet which day she’s coming back. She’ll phone you again. I suggested she sent you an email.
I hope there won’t be so many phone calls after this.
See you soon.
Atef
You have taken some notes on Goethe, whom you find very interesting. From the notes you have taken, you want to write an interesting text to read to a group.

- born in 1749 in Frankfurt
- famous German poet
- best known works:
  - The Sorrows of Young Werther
  - Faust
  He wrote many poems
- had several interests
  writing, drawing
  scientific research, especially into
  colours, which fascinated him. Wrote
  about colours and the character of light.
- lived at Weimar until his death in 1832
- travelled for 2 years from 1786
  throughout Italy
- in 1788 met the poet Friedrich Schiller,
- worked with Schiller until Schiller's
  death in 1805

Look at the suggested answers for D3/32-1.3
You have taken some notes on Goethe, whom you find very interesting. From the notes you have taken, you want to write an interesting text to read to a group.

- born in 1749 in Frankfurt
- famous German poet
- best known works:
  - The Sorrows of Young Werther
  - Faust
  - He wrote many poems
- had several interests
  - writing, drawing
  - scientific research, especially into colours, which fascinated him. Wrote about colours and the character of light.
- lived at Weimar until his death in 1832
- travelled for 2 years from 1786 throughout Italy
- in 1788 met the poet Friedrich Schiller,
- worked with Schiller until Schiller’s death in 1805

Goethe was quite an extraordinary character. No doubt you all know that Goethe was a German writer and poet. He was born in Frankfurt in the middle of the 18th century, in 1749 to be precise. He wrote many poems, but his best-known works are The Sorrows of Young Werther and Faust.

But Goethe was not just a writer. He was interested in many other things. He drew and did a lot of research into science, and colours in particular. He was fascinated by colours. He wrote a very interesting work on colours.

He lived in Weimar but he also travelled. From 1786, he travelled for two years throughout Italy.

Two years later, he met another great German poet, Friedrich Schiller. He worked with Schiller until 1805. The partnership only ended with the death of Schiller. As for Goethe, he died in 1805 after a long life, at the age of 83. By the way, do you know what Goethe’s full name was? No? It was Johann Wolfgang von ... Goethe.
You are going to spend the weekend with your friend who lives in London. You are going by train from Bradford. He would like to know the details of your outward and return journeys. Write him a short text from the notes that you took when phoning the station:

**Friday 11/05/07**
- Departure 16:32 from Bradford Forster Sq. Change at Leeds (arrive Leeds 17:00)
- Departure Leeds 17:05, arrive London King’s Cross at 19:23
- Circle or Hammersmith Line from King’s Cross to Bethnal Green, change at Liverpool St Station (Central Line).

**Sunday 13/05/07**
- King’s Cross 17:30
- arrive Leeds 19:48
- arrive Bradford 20:25

---

Look at the suggested answers for D3/32-1.4
You are going to spend the weekend with your friend who lives in London. You are going by train from Bradford. He would like to know the details of your outward and return journeys. Write him a short text from the notes that you took when phoning the station:

**Friday 11/05/07**
- Departure 16:32 from Bradford Forster Sq. Change at Leeds (arrive Leeds 17:00)
- Departure Leeds 17:05, arrive London King’s Cross at 19:23
- Circle or Hammersmith Line from King’s Cross to Bethnal Green, change at Liverpool St Station (Central Line).

**Sunday 13/05/07**
- King’s Cross 17:30
- Arrive Leeds 19:48
- Arrive Bradford 20:25

---

Hi Rashid. I’m sending you this email to give you the details of my trip. I’m leaving from Bradford Forster Square on Friday 11 May at 16:32 and arriving at Leeds at 17:02. That leaves me 3 minutes to change trains, as I leave Leeds at 17:05. I arrive at London King’s Cross at 19:23. Then I have to take the tube, but I only have to change once, at Liverpool Street Station.

On Sunday 13 May, I’m taking the 17:30 train from King’s Cross, which gets me to Leeds at 19:47. Then I have a train to Bradford at 19:55, which gets me there at 20:25. I just hope the trains won’t be late, as there’s not much time to change!

See you on Friday. I’m really looking forward to this weekend in London!

Denise
Gabriella is finishing her placement in a recycling department. She now knows how electronic waste products are treated and recycled:

For large household appliances and electronic machines like computers, screens, printers, televisions, video recorders, refrigerators and freezers,

- Send them to specialised companies
- They will be taken apart, the polluting components will be removed and the rest will be recycled.

Owners of appliances in good condition should first try to sell them or give them away before buying a new one.

This can also hold true for a part of an appliance, like for example the DVD-Rom reader of a computer.

Small electric and electronic appliances like coffee machines, mixers, clocks and electric toothbrushes, etc. should not be put in the dustbin. Consumers should find information about collection.

Gabriella is going to write a short text from her notes. She will put it up in the hall of her block of flats to inform the other residents.

Look at the suggested answers for D3/32-1.5
Gabriella is finishing her placement in a recycling department. She now knows how electronic waste products are treated and recycled:

- For large household appliances and electronic machines like computers, screens, printers, televisions, video recorders, refrigerators and freezers,
  - Send them to specialised companies
  - They will be taken apart, the polluting components will be removed and the rest will be recycled.

- Owners of appliances in good condition should first try to sell them or give them away before buying a new one.

- This can also hold true for a part of an appliance, like for example the DVD-Rom reader of a computer.

- Small electric and electronic appliances like coffee machines, mixers, clocks and electric toothbrushes, etc. should not be put in the dustbin. Consumers should find information about collection.

---

**Gabriella is going to write a short text from her notes. She will put it up in the hall of her block of flats to inform the other residents.**

Dear residents,

Here is some information on how to recycle certain objects.
First of all, the owners of appliances in good condition should try to sell them or give them away before buying a new one. You can also give away or sell part of an appliance, for example a DVD-ROM reader in a computer.

Large electric or electronic machines like computers, screens, printers, televisions, freezers, washing machines, etc. are usually taken in exchange by the shop that sells you a new one. Old appliances are sent to specialised firms who take them apart, remove the polluting components and give the rest to be recycled.

Small electric or electronic machines like coffee machines, clocks, electric toothbrushes, etc. should not be put in the dustbin. Consumers must find information on how and when these machines will be collected.

Gabriella Trenton
You like to use different herbs when cooking.

<table>
<thead>
<tr>
<th>Use of the herbs:</th>
<th>Meat</th>
<th>Roasts</th>
<th>Fish</th>
<th>Poultry</th>
<th>Soups</th>
<th>Sauces</th>
<th>Herbal vinegar</th>
<th>Salads</th>
<th>Fromage frais</th>
<th>Vegetables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basil</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Dill</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Tarragon</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Chervil</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Watercress</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Bay</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>

How to cut herbs:
- With a knife
- With the chopper
- With a mixer

**Tarragon**
- Gives more flavour when cooked
- Fairly strong taste, use sparingly

**Dill**
- Goes well with fish
- Should be cooked very briefly, or it loses all its flavour

**Bay**
- Rarely used fresh
- When cooked, even the dried leaves develop a very intense flavour
How to preserve herbs:

<table>
<thead>
<tr>
<th>Herbs</th>
<th>dried</th>
<th>frozen</th>
<th>in vinegar</th>
<th>in oil</th>
<th>in salt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basil</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Tarragon</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Bay leaves</td>
<td>X</td>
<td>-</td>
<td>-</td>
<td>X</td>
<td>-</td>
</tr>
<tr>
<td>Dill</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Cress</td>
<td>-</td>
<td>X</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Chervil</td>
<td>-</td>
<td>X</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

- **Cress**: 3 sorts:
  - **mustard and cress**: sold in tubs, small peppery leaves
  - **watercress**: sold in small bunches, large leaves, strong flavour
  - **nasturtium**: juicy leaves, decorative edible orange flowers

- **Basil**:
  - Very delicate flavour, disappears quickly, do not overheat
  - use fresh leaves if, cut or tear them roughly
  Red basil is stronger than green

- **Chervil**:
  - very fragile
  - do not overcook

GO TO THE NEXT PAGE.
A friend sends you this question by email:
I’ve found 3 beautiful herbs in the market! Tarragon, basil and dill. Can you send me an email to tell me how to use them? You know I keep all your advice! Thanks in advance!

Amy

Look at the suggested answers for D3/32-1.6
A friend sends you this question by email:
I’ve found 3 beautiful herbs in the market! Tarragon, basil and dill. Can you send me an email to tell me how to use them? You know I keep all your advice! Thanks in advance!
Amy

Well done Amy, for finding those gorgeous herbs on the market!
Here’s how to use them in general. But first, make sure you use them fresh. You can preserve any leftovers. The easiest way is to freeze them. Your 3 herbs are great for sauces, meat, salads, and to flavour vinegar. If you are cooking fish or vegetables, you can use basil or dill. Tarragon goes really well with chicken. I also love a tomato salad with mozzarella or feta and basil!
Enjoy them!
Sally
You are attending a conference on water. On the subject of daily water consumption per person, you have taken the following notes… From these notes, write a text.

Average consumption:

- Bath or shower: 40 l
- Cooking: 8 l
- Washing-up: 12 l
- Cleaning: 10 l
- Laundry: 20 l
- Toilet flushing: 40 l
- Bodily hygiene: 10 l

Total: 140 l

Details:

- Flushing the toilet once: 9 l - 12 l
- Having a bath: 170 l – 200 l
- Having a shower: 50 l - 70 l
- Washing hands: 2 l
- Brushing teeth: 2 l
LOOK AT THE SUGGESTED ANSWERS FOR D3/32-1.7
It’s quite incredible the amount of water we use. In one single day, a person living alone, having an ordinary lifestyle consumes about 140 litres of water, which does include a bath or shower. And that is without counting a garden that needs watering in summer, or your beautiful flowers on the balcony! Just washing your hands once uses 2 litres of water. That’s more than what the majority of people drink in a day! It’s the same for brushing your teeth! And just think of the toilet flush... and how many times a day do you think we do that? In any case, each time, dozens of litres go literally down the drain. That’s all very well, as long as we still have water! But think of all the people who don’t...
You are working with the editorial team on a newspaper. You are asked to write an article from the notes taken by a reporter. It’s about what kind of place young people would like to live in.

**Here are the reporter’s notes.**

**Julian, 19**
- quiet neighbourhood near a town centre
- flat in an old house with high ceilings
- would like to build some of his own furniture
- all mod cons: dishwasher, microwave, all the latest multimedia equipment.
- flatmate: man or woman

**Charlotte, 17**
- live in a community with other people
- large house
- in the suburbs
- dog

**Andy, 15**
- definitely not in a town centre, preferably in the country
- possibly abroad
- not alone, would prefer with girlfriend
- modern building, live fairly high up for the views

Write your article here.

Look at the suggested answers for D3/32-1.8
You are working with the editorial team on a newspaper. You are asked to write an article from the notes taken by a reporter. It’s about what kind of place young people would like to live in.

**Here are the reporter’s notes.**

**Julian, 19**
- quiet neighbourhood near a town centre
- flat in an old house with high ceilings
- would like to build some of his own furniture
- all mod cons: dishwasher, microwave, all the latest multimedia equipment.
- flatmate: man or woman

**Charlotte, 17**
- live in a community with other people
- large house
- in the suburbs
- dog

**Andy, 15**
- definitely not in a town centre, preferably in the country
- possibly abroad
- not alone, would prefer with girlfriend
- modern building, live fairly high up for the views

The three young people our reporter interviewed about the kind of place they would like to live in did not have the same aspirations at all. They had only one point in common. None of them wants to live alone! One of the three would like to have a dog. As for the geographical situation of the house or flat, there were different answers: near the town centre, in the suburbs, in the country. Even living abroad was a possibility.

The young people did not give much in the way of information on how their future accommodation would be equipped. One of them said he would like to build some of his furniture himself and he also pointed out that he places great importance on comfort.