

<i>900 exercises in vocational communication</i>	<b>Notes for teachers</b>	<b>B2 / 11</b>
<i>General aim</i>	<b>B: Find out / Collect information</b>	
<i>Level of difficulty</i>	2	
<i>Intermediate aim</i>	<b>1: Look for information</b>	
<i>Operational aim</i>	<b>1: Master the general principles of documentary organisation using different classification tools (codes, references catalogues, files, dictionaries, telephone books, Internet, etc.).</b>	
<i>Pre-requirements</i>	None	
<i>Number of exercises</i>	5	
<i>Summing-up exercise</i>	<b>B2/11-1.6</b>	
<i>Comments</i>		

When you want to look up precise information, like for example:

- a telephone number
- a word in the dictionary
- a reference in a catalogue

you see that this information is presented in a certain order.

This order can be:

- **alphabetical** (dictionaries, phone books, some catalogues)
- **numerical** (1, 2, 3, 4, etc.)
- **chronological** (following time)
- or by **codes** or **references**.

The information is classified to make it easier to look for and find what you want.

**PLEASE GO TO THE NEXT PAGE**

Words in a dictionary or names in a phone book are classified **alphabetical order**.

Alphabetical order follows the order of the letters of the alphabet, which are:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

All the words beginning with the same letter are classified by the second letter, again in alphabetical order.

For example, the order of the words beginning with A will be:

Ab...  
Ac...  
Ad...  
Ae...  
Af...  
Ag...  
etc.

**PLEASE GO TO THE NEXT PAGE**

Similarly, all the words beginning with the same two letters will be classified by the third letter, still in alphabetical order.

For example, the order of words beginning with **Ab** will be as follows:

**Abate**  
**Abbey**  
**Abdomen**  
**Aberrant**  
**Abscess**  
etc.

Similarly, all the words beginning with the same three letters will be classified by the fourth letter, still in alphabetical order.

For example, the order of words beginning with the letters **Aba** will be as follows:

**Abacus** → c  
**Abaft** → f  
**Abalone** → l  
**Abandon** → n  
**Abash** → s  
**Abatement** → t  
Etc.

... and so on.

You are not sure of the meaning of the word “**Arbutus**”.

You look in the dictionary at the page marked **ARA / ARC** since you are looking for a word beginning with **ARB**.

This word appears between **Arbour** and **Arc** since the **u** in **Arbutus** is after the **o** in **Arbour** in alphabetical order and the **b** in **arbutus** is before the **c** in **Arc**.

Look at the column of the dictionary below.

Try to find the word **Arbutus** as quickly as possible. Underline it.

## ARA

**arachnid** n. any terrestrial chelicerate arthropod of the class Arachnida, characterised by simple eyes and four pairs of legs. Includes spiders, scorpions, ticks and mites.

**aragonite** n. a generally white or grey mineral found in sedimentary rocks and as deposits from hot springs.

**araroba** n. **1.** A Brazilian leguminous tree. **2.** A yellow powder obtained from the wood of this tree.

**araucaria** n. A coniferous tree from tropical regions, such as the monkey-puzzle.

**arbalest** n. A large medieval crossbow, usually cocked by mechanical means.

**arbiter** n. **1.** A person empowered to be judge in a dispute; referee, arbitrator. **2.** A person having complete control of something.

**arbitrary** adj. **1.** Subject to personal whims, capricious **2.** Having only relative application or relevance, not absolute. **3.** (of a government, ruler, etc.) despotic or dictatorial. **4.** *Maths.* Not representing any specific value, *an arbitrary constant*.

**arbitrate**, vb. **1.** To settle or decide (a dispute). **2.** To submit to or settle by arbitration.

**arbitration** n. **1.** *Law.* The hearing by and determination of a dispute, esp. an industrial dispute, by an impartial referee selected or agreed upon by the parties concerned. **2.** *International law.* The procedure laid down for the settlement of international disputes.

**arboreal** adj. **1.** Of, relating to or resembling a tree. **2.** Living in or among trees.

**arborescent**, adj. Having the shape or characteristics of a tree.

**arboretum** n. a place where trees or shrubs are cultivated for their scientific or educational interest.

**arboriculture** n. the cultivation of trees or shrubs, esp. for the production of timber..

**arborist** n. a specialist in the cultivation of trees.

**arbour** n. A leafy glade or bower shade by trees, vines, shrubs, etc. esp. when trained about a trellis.

**arbutus** n. any of several temperate ericaceous shrubs of the genus *Arbutus*, esp the strawberry tree of S. Europe. They have clusters of white or pinkish flowers, broad evergreen leaves and strawberry-like berries.

**arc** n. **1.** Something curved in shape. **2.** A luminous discharge that occurs when an electric current flows between two electrodes separated by a small gap. **3.** *Maths* Section of a curve. **4.** Vb intr. To form an arc.

**arcade** n. **1.** A set of arches and their supporting columns. **2.** A covered and sometimes arched passageway, usually with shops on one or both sides. **3.** A building or part of a building with an arched roof.

## ARC

You are not sure of the meaning of the word “**Arbutus**”.

You look in the dictionary at the page marked **ARA** / **ARC** since you are looking for a word beginning with **ARB**.

This word appears between **Arbour** and **Arc** since the **u** in **Arbutus** is after the **o** in **Arbour** in alphabetical order and the **b** in **arbutus** is before the **c** in **Arc**.

Look at the column of the dictionary below.

Try to find the word **Arbutus** as quickly as possible. Underline it.

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## ARC

In this page from a dictionary, look for the words “**arbitrary**”, “**arborescent**” and “**arbutus**”.  
Underline them.

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## ARC

LOOK AT THE ANSWERS FOR B2/ 11-1.3

In this page from a dictionary, look for the words “**arbitrary**”, “**arborescent**” and “**arbutus**”.  
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## ARC



In the following chart, you can see the average temperatures for several cities.

Find out how the words are ordered in the temperature chart.

1°) In what order are the names of the towns written?

→

2°) In what order are the names of the months written?

→

Pays	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Algiers	12	13	14	16	19	22	25	26	24	20	16	13
Ankara	0	1	5	11	15	19	22	23	19	13	8	3
Athens	9	9	12	15	20	24	27	27	24	19	14	11
Belgrade	1	1	6	12	16	20	22	22	18	13	7	3
Berlin	0	0	4	8	13	16	18	17	14	9	4	1
Bern	-1	1	5	9	13	16	18	18	14	9	4	0
Brussels	2	2	6	9	13	16	18	18	15	11	7	4
Dublin	5	5	6	7	10	13	15	14	12	9	7	5
Lisbon	11	11	13	14	17	20	22	22	21	17	14	11
London	5	5	6	9	12	15	17	17	14	11	7	5
Madrid	5	7	11	12	17	21	25	24	21	15	10	6
Rabat	12	13	15	16	18	21	22	23	22	20	16	14
Rome	7	8	11	14	18	22	25	24	22	17	12	9
Tunis	10	11	13	16	19	23	26	27	25	20	15	11
Vienna	-1	1	5	9	14	17	19	22	15	10	4	1
Washington	2	2	7	12	18	23	25	24	21	14	8	3

**LOOK AT THE ANSWERS FOR B2/ 11-1.4**

In the following chart, you can see the average temperatures for several cities.

Find out how the words are ordered in the temperature chart.

1°) In what order are the names of the towns written?

→ **They are in alphabetical order.**

2°) In what order are the names of the months written?

→ **They are in chronological order (or the order of the months in the year).**

Pays	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.
Algiers	12	13	14	16	19	22	25	26	24	20	16	13
Ankara	0	1	5	11	15	19	22	23	19	13	8	3
Athens	9	9	12	15	20	24	27	27	24	19	14	11
Belgrade	1	1	6	12	16	20	22	22	18	13	7	3
Berlin	0	0	4	8	13	16	18	17	14	9	4	1
Bern	-1	1	5	9	13	16	18	18	14	9	4	0
Brussels	2	2	6	9	13	16	18	18	15	11	7	4
Dublin	5	5	6	7	10	13	15	14	12	9	7	5
Lisbon	11	11	13	14	17	20	22	22	21	17	14	11
London	5	5	6	9	12	15	17	17	14	11	7	5
Madrid	5	7	11	12	17	21	25	24	21	15	10	6
Rabat	12	13	15	16	18	21	22	23	22	20	16	14
Rome	7	8	11	14	18	22	25	24	22	17	12	9
Tunis	10	11	13	16	19	23	26	27	25	20	15	11
Vienna	-1	1	5	9	14	17	19	22	15	10	4	1
Washington	2	2	7	12	18	23	25	24	21	14	8	3

*The quick index in the telephone book gives headings classified according to categories and in alphabetical order.*

*You want to find a few addresses of people who could repair your broken-down boiler, to replace a broken windowpane and to buy curtains.*

*The heading for the category that you need is “Home equipment”.*

*Look for and underline:*

- *the number of the page on which you will find heating repair services.*
- *the number of the page on which you will find glaziers.*
- *the number of the page on which you will find curtains.*

### Home equipment

Alarm systems	65	Curtain cleaners	264	Plumbing supplies	658
Antique repair and restoration	71	Curtains and soft furnishings	264	Sofa beds & futons	702
Artificial flowers and plants	79	Dishwashing machines	266	Storage equipment	740
Bathroom design & installation	83	Do-it-yourself	276	TV, video & radio servicing	767
Bathroom equipment	83	Domestic appliances	279	TV & video rental	769
Bedroom furniture	93	Double glazing installers	331	Vacuum cleaner suppliers	772
Blinds and awnings	131	Double glazing repair	334	Venetian blinds	779
Boiler servicing and repair	151	Electrical appliance repair	362	Water softeners	796
Boiler makers and engineers	154	Furniture built-in & fitted	384	Window cleaners	815
Bolts and nuts stockists	155	Furniture manufacturers & designers	385		
Cane furniture	164	Garden centres	399		
Carpenters and joiners	166	Garden equipment	419		
Carpet cleaning equipment	170	Glass merchants & glaziers	431		
Carpet fitters	170	Heating equipment	454		
Carpet and rug retailers	171	Hifi dealers	461		
Cellar conversion	174	Interior decorators	479		
Central heating equipment	179	Kitchen equipment	526		
Central heating services	181	Lamps and lighting	538		
Children's furniture	205	Locksmiths	552		
Chimney sweeps	210	Mirrors	579		
Cleaning services	216	Paint & wallpaper retailers	598		
Conservatory furniture	238	Patios & paving	624		

**LOOK AT THE ANSWERS FOR B2/ 11-1.5**

*The quick index in the telephone book gives headings classified according to categories and in alphabetical order.*

*You want to find a few addresses of people who could repair your broken-down boiler, to replace a broken windowpane and to buy curtains.*

*The heading for the category that you need is “Home equipment”.*

*Look for and underline:*

- *the number of the page on which you will find heating repair services.*
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**Home equipment**

Alarm systems	65	Curtain cleaners	264	Plumbing supplies	658
Antique repair and restoration	71	<b>Curtains and soft furnishings</b>	<b><u>264</u></b>	Sofa beds & futons	702
Artificial flowers and plants	79	Dishwashing machines	266	Storage equipment	740
Bathroom design & installation	83	Do-it-yourself	276	TV, video & radio servicing	767
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Boiler makers and engineers	154	Furniture built-in & fitted	384	Window cleaners	815
Bolts and nuts stockists	155	Furniture manufacturers & designers	385		
Cane furniture	164	Garden centres	399		
Carpenters and joiners	166	Garden equipment	419		
Carpet cleaning equipment	170	<b>Glass merchants &amp; glaziers</b>	<b><u>431</u></b>		
Carpet fitters	170	Heating equipment	454		
Carpet and rug retailers	171	Hifi dealers	461		
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You are replacing someone in the offices of a large mail-order clothes supplier. Sales are mainly by telephone.

Here are the references of clothes from the 40 % reduction catalogue sent out to customers.

115.712.15	Polo shirt
119.366.71	Trouser suit
148.746.21	Hipster trousers
148.746.23	Cotton trousers
148.746.24	Print trousers
148.746.28	Corduroy trousers
148.746.29	Pinstripe trousers
226.325.21	Wool jacket
226.877.12	Waisted jacket
226.877.15	Suit jacket
226.877.16	Print jacket, short sleeves
226.877.25	Velvet jacket
227.711.11	Short skirt
227.711.14	Hipster skirt
227.711.15	Print skirt
227.711.19	Long skirt
227.711.22	Velvet skirt
344.721.52	Short-sleeved shirt
344.721.55	Long-sleeved shirt
413.116.32	Long nightdress
413.116.33	Short nightdress
413.117.72	Plain cotton pyjamas
413.117.73	Print cotton pyjamas
413.117.76	Polyester pyjamas
413.117.79	Short-sleeved pyjamas
499.912.32	Long-sleeved T-shirt
499.912.34	Short-sleeved T-shirt
499.912.35	Cotton T-shirt
499.912.36	Print T-shirt
533.155.62	Cotton tank top
533.155.64	Viscose tank top
533.155.67	Striped tank top
623.123.31	Apron
797.325.64	Stretch denim jeans

Your first customer gives you the codes **499.912.32**, **148.746.23** and **344.721.55**. Look for them in the list and underline the articles which correspond to the codes.

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

*A second telephone customer has not got her catalogue. For a friend's birthday, she would like to order the same blouse as hers. But she doesn't have the reference. Answer her request:*

*The customer - It was a long-sleeved blouse size 16. Is the article still available?*

*You -*

Articles	References	Sizes available
Apron	623.123.31	10 – 12 – 14 – 16 – 18 – 20 – 22
Blouse, long-sleeved	344.721.55	10 – 12 – – – 18 – – 22
Blouse, short-sleeved	344.721.52	10 – – 14 – – 18 – 20 – 22
Jacket, knitted	226.325.21	10 – 12 – – 16 – 18 – 20 – 22
Jacket, short-sleeved print	226.877.16	10 – – – 16 – 18 – 20 – 22
Jacket, suit	226.877.15	10 – – 14 – 16 – 18 – 20 – 22
Jacket, waisted	226.877.12	10 – 12 – 14 – – 18 – 20 – 22
Jacket, velvet	226.877.25	10 – 12 – – – 18 – 20 – 22
Jeans, stretch denim	797.325.64	10 – 12 – 14 – 16 – 18 – 20 – 22
Nightdress, short	413.116.33	10 – 12 – – 16 – – 20 – 22
Nightdress, long	413.116.32	10 – 12 – 14 – 16 – 18 – 20 – 22
Polo shirt	115.712.15	10 – – – 16 – 18 – 20 – 22
Pyjamas plain cotton	413.117.72	10 – 12 – 14 – 16 – 18 – 20 – 22
Pyjamas printed cotton	413.117.73	10 – 12 – 14 – – – 20 – 22
Pyjamas polyester	413.117.76	10 – 12 – – 16 – 18 – 20 – 22
Pyjamas short-sleeved	413.117.79	10 – 12 – 14 – – 18 – 20 – 22
Skirt, long	227.711.19	10 – 12 – 14 – 16 – 18 – 20 – 22
Skirt, hipster	227.711.14	10 – 12 – – – – 20 – 22
Skirt, print	227.711.15	10 – 12 – – 16 – – 20 – 22
Skirt, short	227.711.11	10 – – 14 – – 18 – 20 – 22
Skirt, velvet	227.711.22	10 – – – 16 – 18 – 20 – 22
Tank top, cotton	533.155.62	10 – 12 – 14 – – 18 – 20 – 22
Tank top, striped	533.155.67	10 – 12 – 14 – 16 – 18 – 20 – 22
Tank top, viscose	533.155.64	10 – – – 16 – 18 – 20 – 22
Trouser suit	119.366.71	10 – – – – 18 – 20 – 22
Trousers, cotton	148.746.23	10 – 12 – – 16 – 18 – 20 – 22
Trousers, hipster	148.746.21	10 – 12 – 14 – – 18 – 20 – 22
Trousers, pin-stripe	148.746.29	10 – – 14 – 16 – 18 – 20 – 22
Trousers, print	148.746.24	10 – 12 – 14 – – 18 – 20 – 22
Trousers, velvet	148.746.28	10 – 12 – – 16 – 18 – 20 – 22
T-shirt cotton	499.912.35	10 – – – 16 – 18 – 20 – 22
T-shirt long-sleeved	499.912.32	10 – 12 – 14 – 16 – – 20 – 22
T-shirt print	499.912.36	10 – 12 – 14 – – 18 – 20 – 22
T-shirt short-sleeved	499.912.34	10 – 12 – – 16 – 18 – 20 – 22

**Look at the answers for B2/11-1.6**

You are replacing someone in the offices of a large mail-order clothes supplier. Sales are mainly by telephone.

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115.712.15	Pullover style polo
119.366.71	Trouser suit
148.746.21	Hipster trousers
<b><u>148.746.23</u></b>	<b><u>Cotton trousers</u></b>
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413.117.76	Polyester pyjamas
413.117.79	Short-sleeved pyjamas
<b><u>499.912.32</u></b>	<b><u>Long-sleeved T-shirt</u></b>
499.912.34	Short-sleeved T-shirt
499.912.35	Cotton T-shirt
499.912.36	Print T-shirt
533.155.62	Cotton tank top
533.155.64	Viscose tank top
533.155.67	Striped tank top
623.123.31	Apron
797.325.64	Stretch denim jeans

Your first customer gives you the codes **499.912.32**, **148.746.23** and **344.721.55**. Look for them in the list and underline the articles which correspond to the codes.

A second telephone customer has not got her catalogue. For a friend's birthday, she would like to order the same blouse as hers. But she doesn't have the reference. Answer her request:

The customer - It was a long-sleeved blouse size 16. Is the article still available?

You - *I am very sorry, Madam, but this blouse is no longer available in size 16.*

Articles	References	Sizes available
Apron	623.123.31	10 – 12 – 14 – 16 – 18 – 20 – 22
<b>Blouse, long-sleeved</b>	<b>344.721.55</b>	<b>10 – 12 – – – 18 – – 22</b>
Blouse, short-sleeved	344.721.52	10 – – 14 – – 18 – 20 – 22
Jacket, knitted	226.325.21	10 – 12 – – 16 – 18 – 20 – 22
Jacket, short-sleeved print	226.877.16	10 – – – 16 – 18 – 20 – 22
Jacket, suit	226.877.15	10 – – 14 – 16 – 18 – 20 – 22
Jacket, waisted	226.877.12	10 – 12 – 14 – – 18 – 20 – 22
Jacket, velvet	226.877.25	10 – 12 – – – 18 – 20 – 22
Jeans, stretch denim	797.325.64	10 – 12 – 14 – 16 – 18 – 20 – 22
Nightdress, short	413.116.33	10 – 12 – – 16 – – 20 – 22
Nightdress, long	413.116.32	10 – 12 – 14 – 16 – 18 – 20 – 22
Polo shirt	115.712.15	10 – – – 16 – 18 – 20 – 22
Pyjamas plain cotton	413.117.72	10 – 12 – 14 – 16 – 18 – 20 – 22
Pyjamas printed cotton	413.117.73	10 – 12 – 14 – – – 20 – 22
Pyjamas polyester	413.117.76	10 – 12 – – 16 – 18 – 20 – 22
Pyjamas short-sleeved	413.117.79	10 – 12 – 14 – – 18 – 20 – 22
Skirt, long	227.711.19	10 – 12 – 14 – 16 – 18 – 20 – 22
Skirt, hipster	227.711.14	10 – 12 – – – – 20 – 22
Skirt, print	227.711.15	10 – 12 – – 16 – – 20 – 22
Skirt, short	227.711.11	10 – – 14 – – 18 – 20 – 22
Skirt, velvet	227.711.22	10 – – – 16 – 18 – 20 – 22
Tank top, cotton	533.155.62	10 – 12 – 14 – – 18 – 20 – 22
Tank top, striped	533.155.67	10 – 12 – 14 – 16 – 18 – 20 – 22
Tank top, viscose	533.155.64	10 – – – 16 – 18 – 20 – 22
Trouser suit	119.366.71	10 – – – – 18 – 20 – 22
Trousers, cotton	148.746.23	10 – 12 – – 16 – 18 – 20 – 22
Trousers, hipster	148.746.21	10 – 12 – 14 – – 18 – 20 – 22
Trousers, pin-stripe	148.746.29	10 – – 14 – 16 – 18 – 20 – 22
Trousers, print	148.746.24	10 – 12 – 14 – – 18 – 20 – 22
Trousers, velvet	148.746.28	10 – 12 – – 16 – 18 – 20 – 22
T-shirt cotton	499.912.35	10 – – – 16 – 18 – 20 – 22
T-shirt long-sleeved	499.912.32	10 – 12 – 14 – 16 – – 20 – 22
T-shirt print	499.912.36	10 – 12 – 14 – – 18 – 20 – 22
T-shirt short-sleeved	499.912.34	10 – 12 – – 16 – 18 – 20 – 22