

<i>900 exercises in vocational communication</i>	Notes for teachers	B2 / 12
<i>General aim</i>	B: FIND OUT / COLLECT INFORMATION	
<i>Level of difficulty</i>	2	
<i>Intermediate aim</i>	1: Look up information	
<i>Operational aim</i>	2: Adopt an appropriate documentary questionnaire in relation to the situation and to the reference documents.	
<i>Pre-requirements</i>	None	
<i>Number of exercises</i>	6	
<i>Summing-up exercise</i>	B2/12-1.6	
<i>Comments</i>		

Knowing how to “**ask yourself questions**” means finding the right questions to ask in any situation, and on any subject.

What is “**informative questioning**”?

It means **asking yourself the right questions**, the **useful** questions, in a given situation, to solve.

Knowing how to ask the right questions is a way of giving yourself all the possible means to achieve what you want.

Here is an example:

I want to be a woodcutter. I am going to ask myself questions to find out how I can do it:

- Where can I find information about the job?
- Could I do this job in another European country?
- Do I have the physical requirements? For example, am I strong enough to do it?
- What training do I need for the job?
- Would I have to pay for the training?

You have found the questions. The “questionnaire” is ready. It is “informative” in that the answers given will inform me about being a woodcutter.

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*900 exercises in
vocational
communication*

Exercise

B2 / 12 – 1.2

Eval.

You have found this advertisement in a newspaper.

You would like more information. You decide to telephone and find out. But before that...

Write down at least 5 questions to ask so that you do not forget anything important when you telephone.

The Open University Buckinghamshire

School of Health and Social Welfare

Opening of a course in “Working for Health”

The course will appeal to anyone with an interest in health issues.

Students can continue to earn while studying with us.

There will be two informal meetings on Wednesdays 14 and 21 January

Applications for the course should be made to:

The School of Health and Social Welfare
Walton House, Milton Keynes, Bucks, MK7 6AA
Tel. 01908 653743

Questions:

LOOK AT THE ANSWERS FOR B2/ 12-1.2

Here are a few questions that you could prepare before phoning
(there are of course a lot more) :

- What kind of jobs might be available if I complete the course?
- What do you mean by “health issues”?
- What qualifications do I need to apply for the course?
- How can I enrol for one of the meetings?
- What time do the meetings start?
- How long do they last?
- Will there be any other meetings?
- How long does the course last?
- What qualification will I have at the end of it?
- How can I continue to earn while doing the course?

<i>900 exercises in vocational communication</i>	Exercise	B2 / 12 – 1.3
		Eval.

You have read several advertisements from companies recruiting telesales operators (sales people who sell products over the phone), part time or full time, in your area.

These advertisements specify that you have to speak clearly and like being in contact with customers.

You want to find out more information about this kind of work from someone who has already done it. Before phoning, write down the questions that you think are necessary.

Questions:

LOOK AT THE ANSWERS FOR B2/ 12-1.3

Here are a few questions that you could prepare before phoning
(there are of course a lot more) :

- How much is the job paid?
- Can you work at home using your own telephone?
- Do you have to have a specific school level?
- Is it stressful work?
- Do you have a list of customers or do you have to find which customers to phone?
- Do you have to call a certain number of customers a day?
- Are the people you call sometimes unpleasant to deal with?
- Do you have to sell a certain number of products a day?
- Do you get commission on the products you sell?
- Is the work tiring?
- Can you choose the hours you work?

Etc.

You have found a job, and you need a car to get to work.
You are looking for a small second-hand car, a Clio for example.
On Internet, you have found the following advertisements:

- **Clio 1.2** 95, 120,000, bonnet needs paintwork, price negotiable.
- **Clio 1.2** 3p., white, '93, pwr st., el. windows, v. gd cond., 160,000 km, €1,300.
- **Clio 1.2**, 03/98, red, sunrf, airbag, diesel, cent. lock., radio CD, 84,000 km, €3,300.
- **Clio 1.2**, '97, 120,000 km, 120,000 km, MOT ok, €4,500
- **Clio 1.2**, 115,000 km, €2,300 ono.
- **Clio 1.3**, red, 130,000 km, v. gd cond., €1,250 ono.
- **Clio 1.8RT**, '94, 120,000 km, gr. rec.serv, kit sport, rab., mot ok, €1,600 ono.
- **Clio 1.9 D**, 160,000 km, '92, €1,750.
- **Clio 1.9 D**, '94, 136,000 km, mot ok, v. gd cond., el. wds., ctrl lock., black, €2,400.
- **Clio 1.9 D**, '97, 100,000 km, diesel, el. wind., gd cond., €4,000 not neg.
- **Clio 1.9D**, '97, MOT OK, €3.800.
- **Clio 16V**, red, '92, sev. new pts, €3.500.

Choose one of these advertisements and copy it out on the next page. Then write at least 6 questions that you should ask the owner of the car when you phone to ask for details.

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<i>900 exercises in vocational communication</i>	Exercise (Page 2)	B2 / 12 – 1.4
		Eval.

Advertisement:

Questions:

LOOK AT THE ANSWERS FOR B2/ 12-1.4

We'll take one of the least clear advertisements.

Advertisement:

Clio 1.9D, '97, MOT OK, €3.800.

Here are a few questions that you could prepare before phoning
(there are of course a lot more):

- What is the mileage on the car?
- Has it been in an accident?
- What colour is it?
- Does it have power steering?
- How many doors has it got?
- Does it have central locking?
- Does it have air-conditioning?
- Has it got electric windows?
- Are there any new parts in it?
- What condition are the tyres in?
- Has it got a radio? A CD player?

Etc.

<i>900 exercises in vocational communication</i>	Exercise	B2 / 12 – 1.5
		Eval.

The company you work for is going to move to a town about 15 km away.
This company sells office furniture, with a showroom of about 5000 m².
You have been asked to find a competitively-priced removal firm to do the move the following Sunday.
You have chosen this advertisement:

<p><i>Low priced removals</i> <i>24/7. Tel. 01334 182 497</i></p>

Write down at least 5 questions to ask in order to remember all the information you need when you phone.

Questions:

LOOK AT THE ANSWERS FOR B2/ 12-1.5

Here are a few questions that you could prepare before phoning
(there are of course a lot more) :

- Does the removal firm work on Sundays?
- Can it do the move next Sunday?
- What would the rates be to move 5000 m² of office furniture to a town 15 km away?
- What sort of protection do they provide so as to avoid damaging the furniture?
- How long would the move take?
- When can I have a definite answer?