

<i>900 exercises in vocational communication</i>	<b>Notes for teachers</b>	<b>C2 / 14</b>
<i>General aim</i>	<b>C: UNDERSTAND A MESSAGE</b>	
<i>Level of difficulty</i>	<b>2</b>	
<i>Intermediate aim</i>	<b>1: ANALYSE A MESSAGE</b>	
<i>Operational aim</i>	<b>4: UNDERSTAND INSTRUCTIONS</b> <b>Secondary aims:</b> <b>1.0: Ability to see the essential elements in an instruction</b> <b>2.0: Ability to understand and memorise the essential part of an instruction.</b>	
<i>Pre-requirements</i>		
<i>Number of exercises</i>	<b>1.0: 3</b> <b>2.0: 4</b>	
<i>Summing-up exercise</i>	<b>C2/14-2.4</b>	
<i>Comments</i>		



**What is an instruction?**

An instruction is an order to do something that must be obeyed.

For example, instructions can be given for a task to be done at work, in an instruction manual of an appliance, assembling a piece of furniture, or for safety. You can also find instructions in games or competitions, when they are often called “rules of the game”.

Here are some examples of instructions:

<b>At work</b>	Please give Mrs Johnson a shampoo and hair colour no. 18 (ammoniac-free).
<b>Instruction leaflet</b>	Plug the machine into an earthed socket and wait 24 hours before using.
<b>Assembly</b>	Fit piece D into piece E and screw in place.
<b>Safety</b>	Always wear a helmet and protective shoes on the worksite.
<b>Game</b>	Shuffle the cards and deal 10 to each player starting to the left of the dealer.
<b>Competition</b>	Post your replies to the above address by October 25 <sup>th</sup> .

**GO TO THE NEXT PAGE**

**Here are the rules of a competition. Read them carefully.**

***THE HIDDEN WORD***

**To take part in this competition, please...**

1. Write your name and address in block capitals on a postcard.
2. Post your card before midnight on December 10<sup>th</sup>.
3. Find the word hidden in the squares and write it on the postcard
4. The winning postcard will be drawn from all the correct answers on December 13<sup>th</sup>.
5. The list of winners will be published in the December 20<sup>th</sup> issue.

**Put the 5 steps of this competition into the right order. Write the numbers in the box below.**

**Answer:**

**Look at the answers for C2 / 14-1.2**

**Here are the rules of a competition. Read them carefully.**

***THE HIDDEN WORD***

**To take part in this competition, please...**

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4. The winning postcard will be drawn from all the correct answers on December 13<sup>th</sup>.
5. The list of winners will be published in the December 20<sup>th</sup> issue.

**Put the 5 steps of this competition into the right order. Write the numbers in the box below.**

**Answer: 3 – 1 – 2 – 4 – 5**

**Here are some instructions for removing a stain from a fabric:**

1. Act quickly, as soon as the stain is noticed. Very often, it is impossible to remove it if it has waited too long.
3. Find out the fabric type (it is written on the label).
4. The different types of textiles (plant, animal, synthetic) do not tolerate the same products.
5. Find out the type of stain (grease, paint, rust etc.) and do a test with the stain remover on an invisible part of the fabric.
6. Anything you use to remove the stain (cloths, brushes, blotting paper) must be clean. There must be no risk of colours running.
7. Before using the stain remover, remove as much of the stain as possible (wipe, sponge, rub, brush or scrape depending on the type of stain).
8. Place the fabric stained side down and flat, on several thicknesses of white cloth; use cotton wool with the stain remover.
9. Rub the product into the stain. For very thick fabrics (like rugs and carpets) use a brush.
10. Dab the stain, from the outside towards the inside, then rinse if the fabric is washable.
11. Dry a little by rubbing with a soft, clean, white cloth or with a hair dryer.
12. Do not get the hair dryer too close to the fabric.



**Now answer the following questions:**

Can you wait a long time before trying to remove a stain?

→

Why do we need to know what sort of fabric it is?

→

What instrument should you use for very thick fabrics (like rugs and carpets)?

→

What are the two ways of drying the cleaned area?

→

**Look at the answers for C2 / 14-1.3**

**Here are some instructions for removing a stain from a fabric:**

1. Act quickly, as soon as the stain is noticed. Very often, it is impossible to remove it if it has waited too long.
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4. The different types of textiles (plant, animal, synthetic) do not tolerate the same products.
5. Find out the type of stain (grease, paint, rust etc.) and do a test with the stain remover on an invisible part of the fabric.
6. Anything you use to remove the stain (cloths, brushes, blotting paper) must be clean. There must be no risk of colours running.
7. Before using the stain remover, remove as much of the stain as possible (wipe, sponge, rub, brush or scrape depending on the type of stain).
8. Place the fabric stained side down and flat, on several thicknesses of white cloth; use cotton wool with the stain remover.
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10. Dab the stain, from the outside towards the inside, then rinse if the fabric is washable.
11. Dry a little by rubbing with a soft, clean, white cloth or with a hair dryer.
12. Do not get the hair dryer too close to the fabric.



**Now answer the following questions:**

Can you wait a long time before trying to remove a stain?

→ No.

Why do we need to know what sort of fabric it is?

→ Because different fabrics do not tolerate the same stain removers.

What instrument should you use for very thick fabrics (like rugs and carpets)?

→ A brush.

What are the two ways of drying the cleaned area?

→ Rub with a soft cloth or dry with a hair dryer (not too close to the fabric).



You are on the phone to a friend.  
He is explaining how to come to his house  
and giving the exact date and time of the invitation.

Read what the friend explains:

From where you live, you take the motorway M20 towards London as far as exit 11, the one for Folkestone. Leave the motorway there and take the first left at the big roundabout towards Hythe (the A203). Then turn left immediately, still following signposts to Hythe. Continue along this road for about 2 miles, past a farm building and a pub, then turn right towards Saltwood. Go through the village, past the station on your right, and go along that road until you come to the Rose and Crown pub. Turn right at this pub, into Saltwood Lane. Go up to the top of the hill, where you will see a Post Office. My house is about 25 metres down from there. It's number 32 Saltwood Lane. It's a terraced house with a blue door, the third from the end. You can park in the small car park just opposite. I'll expect you on Saturday at about 12.

Now write down the directions in the form of a list, just noting down the important landmarks.  
Here are the first 2 as an example. You must continue:

- M20 motorway
- Exit 11 to Folkestone
- 

**Look at the answers for C2 / 14-1.4**



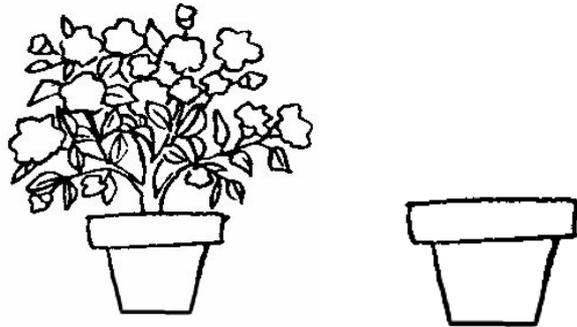
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Now write down the directions in the form of a list, just noting down the important landmarks. Here are the first 2 as an example. You must continue:

- M20 motorway
- Exit 11 to Folkestone
- A203 to Hythe.
- B2015 to Hythe.
- Right after pub, to Saltwood.
- Left at Rose and Crown into Saltwood.
- Up hill to Post Office.
- About 25 yards after Post Office on left.
- Terraced house, third from end, blue door, no. 32.
- Car park opposite.



**Here are the instructions for re-potting a plant:**

**1. The new pot**

Choose a pot slightly larger than the one you are replacing. In a much bigger pot, the plant would spread its roots rather than growing new leaves. Avoid plastic pots. Put some fresh compost in the new pot, leaving a space large enough to put the plant. Water well.

**2. Removing the plant**

Run the blade of a knife around the pot between the plant and the sides to help get the plant out.

Remove the plant by the stem to avoid damaging the roots. With sharp scissors or secateurs, trim the smallest roots that stick out from the root ball to invigorate the plant. Water the root ball thoroughly.

**3. Re-potting the plant**

Place the root ball in the centre of the new pot, fill with more compost, and press down lightly around the plant. Water well but not too much, and avoid placing the plant in the sun immediately.

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

**Here is a list of what you must or must not do to re-pot a plant.  
Some sentences correspond to the instructions, others do not.**

**Note down the numbers of the sentences which correspond exactly to the instructions.**

1. I must choose a new pot much bigger than the old one.
2. I must put fresh compost in the new pot, which must not be made of plastic.
3. I must leave some space in the pot to place the root ball.
4. I must cut the root ball around the stem with the blade of a knife.
5. I must pull gently on the stem of the plant to take it out of the old pot.
6. I must cut all the roots with scissors.
7. I must soak the root ball in a bucket filled with a vinegar and water solution to kill parasites.
8. I must place the root ball in the centre of the new pot.
9. I must fill with more compost, and press down all around the plant.
10. I must water the plant again, and not place it in the sun immediately after re-potting.
11. I must place the plant near a tree.

Numbers of the sentences that correspond exactly to the instructions:

**Look at the answers for C2 / 14-2.1**

**Here is a list of what you must or must not do to re-pot a plant.  
Some sentences correspond to the instructions, others do not.**

**Note down the numbers of the sentences which correspond exactly to the instructions.**

1. I must choose a new pot much bigger than the old one.
2. I must put fresh compost in the new pot, which should not be made of plastic.
3. I must leave some space in the pot to place the root ball.
4. I must cut the root ball around the stem with the blade of a knife.
5. I must pull gently on the stem of the plant to take it out of the old pot.
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10. I must water the plant again, and not place it in the sun immediately after re-potting.
11. I must place the plant near a tree.

Numbers of the sentences that correspond exactly to the instructions:

2 – 3 – 5 – 8 - 9 - 10

**Read these instructions carefully and try to remember them:**

**INSTRUCTIONS IN CASE OF A ROAD ACCIDENT**

**1. PROTECT THE VICTIM**

- by moving people out of the way
- by using people who can help

**2. ALERT**

- yourself, or by asking two different people to phone for help:
- dial 999 (no charge) and ask for police and ambulance
- Over the phone give ALL THE DETAILS:
  - . where exactly (do not forget the name of the town)
  - . what happened and how many victims there are
  - . possible dangers (gas or petrol leaks, oil tank, etc.)

**3. HELP IF YOU CAN**

- Do not touch a victim of a traffic accident (because of a possible broken back) unless the person is on a railway line or in a burning car.
- If the person is not breathing or is unconscious (coma): lie her on her side with a rolled-up garment under her head (to avoid swallowing her tongue).

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

You have tried to remember these instructions.  
Here are the same instructions, but incomplete.  
Now try to complete them by writing in the missing words.

## INSTRUCTIONS IN CASE OF A ROAD ACCIDENT

### 1. PROTECT THE VICTIM

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For the answers, look at page 1



**Read these instructions and try to remember them:**



## INSTRUCTIONS FOR MAKING YOUR DOG COME TO HEEL

“HEEL” consists in making your dog come back to you when you call him. The dog must always obey the heel command, especially when it is a question of safety: other people’s safety (especially if your dog is large) and his own.

### GENERAL INSTRUCTIONS FOR COMING TO HEEL

→ **Prepare your dog (or puppy) for the command:**

- by always using the same word (it might be: “heel” – “come here” – “here”, etc.)
- by using this command in situations where the dog would naturally come to you (to eat, or to greet you on your return, when you give it a toy, etc.)

→ **Train it to come to heel in a safe place**

- When he is far away, call him. As soon as he comes, reward him with praise, caresses or even a treat at the beginning of the training.
- Never scold him if he arrives a little late. Always praise him for coming (otherwise, he will associate coming to you with an unpleasant experience)
- If he takes his time and does not come immediately, call him several times then hide behind a tree. He will only have one thing in mind: finding you!

And if that is not enough, have two or three 10-minute sessions on a specific exercise.

### SPECIFIC EXERCISE

1. Have a piece of string measuring 5 metres.
2. Choose a safe, open space (large field, unused land, clearing, etc.)
3. Attach the string to the dog’s collar to be able to catch him easily if there are any problems.
4. Start by walking fairly fast away from your dog. As soon as you feel him near you, walk faster and change direction. It is helpful if another person can guide you for this exercise. Do not call your dog; pretend he is not there. In nearly all cases, he will walk beside you for fear of losing you. After 2 or 3 minutes, reach down and stroke him and praise him, then start again once or twice more.

The aim of this exercise is that it is not you looking out for your dog, but him looking out for you to avoid losing you!

**THE EXERCISE CONTINUES ON THE NEXT PAGE**



You have tried to remember these instructions.  
Here are the same instructions, but incomplete.  
Now try to complete them by writing in the missing words.



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→ Prepare your dog (or puppy) for the .....

- by always using the same ..... (it might be: “heel” – “come here” – “here”, etc.)
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1. Have a piece of ..... measuring 5 metres.
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The aim of this exercise is that it is not you looking ..... for your dog, but him looking out for you to avoid losing you!



For the answers, look at page 1

**Read these instructions and try to remember them:**



### **FIRE INSTRUCTIONS**

#### **IN GENERAL**

- Alert the fire brigade on 999
- On the telephone, give your name and the exact address (building, floor, door code)
- Turn off the gas and electricity.
  
- If the fire is small or contained, try to put it out.
  - *Remove any objects that might spread the fire*
  - *Spray water or an extinguisher at the base of the flames*
  - *If the fire is in an electric installation, do not use water until you have first cut off the mains supply*
  - *If a liquid is burning, do not use water (oil in a pan, for example): smother the fire with a damp cloth*
  - *If the fire is contained in a receptacle (saucepan, dustbin, etc.): cover with a lid*
  - *If someone's clothes have caught fire, lie the person on the floor and spray water on him or roll him in a non-synthetic material (blanket or coat, etc.)*
  - *If the fire spreads, leave the room and close the door*

#### **IF YOU CAN LEAVE THE ROOM**

- Close all doors and windows
- Do not take the lifts
- Do not retrace your steps
- Stand together in a group outside the building, leaving a safety distance

#### **IF YOU CANNOT LEAVE THE ROOM (because the fire is in the corridor or on the stairs)**

- Keep the door closed
- Water the door frequently
- Place damp cloths (blankets or towels, etc.) over any gaps or at the bottom of doors
- Show yourself at the window

**THE EXERCISE CONTINUES ON THE NEXT PAGE**

**You have tried to remember these instructions.  
Here are the same instructions, but incomplete.  
Now try to complete them by writing in the missing words.**

### FIRE INSTRUCTIONS

#### IN GENERAL

- Alert the fire brigade on .....
- On the telephone, give your name and the exact address (building, floor, door code)
- Turn off the gas and .....
- If the fire is small or contained, try to put it out
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  - Spray water or an extinguisher at the ..... of the flames
  - If the fire is in an ..... installation, do not use water until you have first cut off the mains supply
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  - If the fire is contained in a receptacle (saucepan, dustbin, etc.): ..... with a lid
  - If someone's clothes have caught fire, lie the person on the floor and spray water on him or ..... him in a non-synthetic material (blanket or coat, etc.)
  - If the fire spreads, leave the room and close the .....



#### IF YOU CAN LEAVE THE ROOM

- Close all the ..... and windows
- Do not take the lift
- Do not go back
- Stand together in a group outside the building leaving a safety .....

#### IF YOU CANNOT LEAVE THE ROOM (because the fire is in the corridor or on the stairs)

- Keep the door .....
- Water the ..... frequently.
- Place ..... cloths (blankets or towels, etc.) over any gaps or at the bottom of doors
- Show yourself at the .....

**For the answers, see page 1**