

<i>900 exercises in vocational communication</i>	<b>Notes for teachers</b>	<b>C3 / 32</b>
<i>General aim</i>	<b>C: Understand a message</b>	
<i>Level of difficulty</i>	<b>3</b>	
<i>Intermediate aim</i>	<b>3: Appropriate a message</b>	
<i>Operational aim</i>	<b>2: Pass on given instructions and/or information</b>	
<i>Pre-requirements</i>		
<i>Number of exercises</i>	<b>9</b>	
<i>Summing-up exercise</i>	<b>C3/32-1.10</b>	
<i>Comments</i>		



You have received a voice message:

“Hi Joe! It’s Fred. I’ve got a favour to ask! I’ve got a dental appointment at 5 this evening, and I don’t know if I’ll be out in time to fetch Eva at the station. Could you call her on her mobile: I haven’t got her number in my contacts. Could you tell her to wait at the station cafeteria if she doesn’t see me when she gets off the train. Thanks! See you tomorrow!”

You are Joe and you call Eva on her mobile. Write down what you are going to say to her:

“He, Eva. I’m calling you for Fred who left a voice message on my mobile. He has a dental appointment and might not be on time to meet you at the station. If you don’t see him when you get off the train, wait for him at the station cafeteria. Have a good trip and see you tomorrow!”

**GO TO THE NEXT PAGE**

Here is a telephone conversation:



- *Hello, is that ARBAC?*
- *Yes, sir, this is reception.*
- *Ah. Could you put me through to the purchasing manager please.*
- *Mr Vernon? I'm afraid he is away until tomorrow lunchtime sir.*
- *Right. Well could you please tell him that his order placed on 12 June (two computers) will be a little late. I'm missing one component for the assembly and I've had to order it. I think the delivery will probably be a week on Thursday. He can call me back if he wants. My name is Mr Balding, and my number is 01246 081 924.*
- *Fine, Mr Balding, I'll give him your message as soon as he gets back.*

**You are the receptionist and you write down the message on a Post-it.  
You will stick it on Mr Vernon's desk.**

**Look at the suggested answers for C3 / 32-1.2**

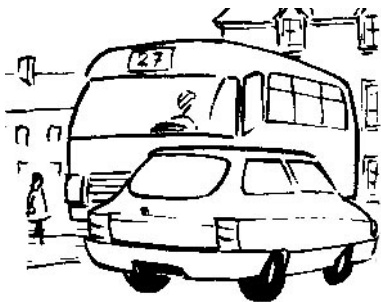
Here is a telephone conversation:



- *Hello, is that ARBAC?*
- *Yes, sir, this is reception.*
- *Ah. Could you put me through to the purchasing manager please.*
- *Mr Vernon? I'm afraid he is away until tomorrow lunchtime sir.*
- *Right. Well could you please tell him that his order placed on 12 June (two computers) will be a little late. I'm missing one component for the assembly and I've had to order it. I think the delivery will probably be a week on Thursday. He can call me back if he wants. My name is Mr Balding, and my number is 01246 081 924.*
- *Fine, Mr Balding, I'll give him your message as soon as he gets back.*

You are the receptionist and you write down the message on a Post-it.  
You will stick it on Mr Vernon's desk.

Mr Balding phoned to say that the delivery of your two computers will now be a week on Thursday. He is missing some components for the assembly and has had to order them. You can call him back on: 01246 081 924.



**One of your friends has invited you and your brother Dan to dinner.**

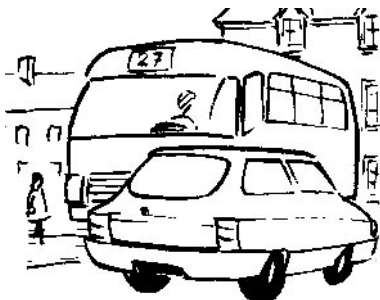
**As you have never been to his new house, he has sent you directions by fax. Here they are:**

Take the ring road. Take the exit for Chapel Road and go on for about a mile. You get to Marlow Place (a roundabout with flowers and a statue in the middle). Take the 2<sup>nd</sup> turning off the square (Rose Hotel on the corner). Go straight on. Pass the station on your right. Continue straight on for about 500 yds then turn left just after the Post Office, into Shakespeare Road. Take the 2<sup>nd</sup> on the right (florist's on the corner) then the 3<sup>rd</sup> on the left (huge chestnut tree in flower on the corner). That's Jonson Street. I'm at n°18, the house with ivy on the walls. You can park in front of the house.

**Dan is driving and you are giving him directions. You have got to the station.  
Tell your brother the way, from your friend's directions.**

*“Carry straight on. Look, there's the Post Office. Take the next left...”*

**Look at the suggested answers for C3 / 32-1.3**



**One of your friends has invited you and your brother Dan to dinner.**

**As you have never been to his new house, he has sent you directions by fax. Here they are:**

Take the ring road. Take the exit for Chapel Road and go on for about a mile. You get to Marlow Place (a roundabout with flowers and a statue in the middle). Take the 2<sup>nd</sup> turning off the square (Rose Hotel on the corner). Go straight on. Pass the station on your right. Continue straight on for about 500 yds then turn left just after the Post Office, into Shakespeare Road. Take the 2<sup>nd</sup> on the right (florist's on the corner) then the 3<sup>rd</sup> on the left (huge chestnut tree in flower on the corner). That's Jonson Street. I'm at n°18, the house with ivy on the walls. You can park in front of the house.

**Dan is driving and you are giving him directions. You have got to the station. Tell your brother the way, from your friend's directions:**

*“Carry straight on. Look, there's the Post Office. Take the next left. That's it, now we're in Shakespeare Road. Now go slowly. Can you see the florist's? Turn right just after that. Look, there's a huge tree in flower over there. Okay, turn left when you get to the tree. Let's see... Yes, that's Jonson Street. This is where he lives. Carry on, he's at number 18. Ah, I think I can see the house! It's the one with ivy on the walls. You can park in front, just there. Well driven!”*

**You are spending your holidays at the seaside with your nephew Jeremy, 11.  
You have just read these recommendations in a magazine:**

**Enjoy the sun, but take precautions!**

- ▶ Do not go to sleep in the sun.
- ▶ The protection of light clothing is the most efficient.
- ▶ Use sun cream correctly: remember to put some more on even if you do not go into the sea, remember to put some on your hands, your ears, and the top of your feet.
- ▶ Do not go out without sun glasses and never look straight at the sun.
- ▶ Watch out for reverberation. Snow and water reflect the sun, but sand and grass do too! On a skiing holiday, wear glasses which protect the sides of your eyes too.
- ▶ Do not let children get sunburnt. Their skin is more fragile than adults'. T-shirt, sun cream, sunglasses and hat are essential!
- ▶ If you are taking medication, check that it is not dangerous to be in the sun.



**When he gets to the beach, at about 11am, Jeremy puts on his swimming trunks and runs towards the sea. You call him, but already he can't hear you! When he comes out of the water, he lies on his towel and starts reading a comic book. What are you going to tell him?**

**Look at the suggested answers for C3 / 32-1.4**

You are spending your holidays at the seaside with your nephew Jeremy, 11.  
You have just read these recommendations in a magazine:

### Enjoy the sun, but take precautions!



- ▶ Do not go to sleep in the sun.
- ▶ The protection of light clothing is the most efficient.
- ▶ Use sun cream correctly: remember to put some more on even if you do not go into the sea, remember to put some on your hands, your ears, and the top of your feet.
- ▶ Do not go out without sun glasses and never look straight at the sun.
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- ▶ Do not let children get sunburnt. Their skin is more fragile than adults'. T-shirt, sun cream, sunglasses and hat are essential!
- ▶ If you are taking medication, check that it is not dangerous to be in the sun.

When he gets to the beach, at about 11am, Jeremy puts on his swimming trunks and runs towards the sea. You call him, but already he can't hear you! When he comes out of the water, he lies on his towel and starts reading a comic book. What are you going to tell him?

*“Hey Jeremy, I called you when you were running down to swim. Do you know why? You should have put on some sun cream first, at least on your face, shoulders and arms. But there's still time, and you must do it. Here's the tube. Put some all over. Even on your feet. Yes, you can even burn on your feet! In a while, you must put your t-shirt back on. And go and find your sunglasses and cap in the bag. You must put them on. The sun is a friend that can turn out to be an enemy!”*



Your friend Fran has just sent you this email:

Hi Filza! This is terrible! I've got another attack of herpes!!! It's itching like mad! I know it will eventually go away. Make sure you're free on 6 March, it's Kevin's birthday party and you are invited! With Carlo, of course! Lots of love,  
Fran

In Good Health magazine (N°77), on the Readers' Tips page, you have cut this out:

**Rhubarb against herpes: it's a knockout!**

Tip sent in by Marion G. from Aylesbury

*Here we go: one blister, then another and another. Usual place: the small of the back. Nothing serious, but oh how it itches! Especially when you carry a rucksack. And it'll go on for 2 weeks at least.*

*What can one do? Help Health Mag! I look at the online index. Brilliant! It sends me to several articles, one of which mentions rhubarb.*

*Rhubarb, rhubarb, as they say. All well and good. But it's not the season! We're talking end of January here...*

*But next day in the supermarket, I see a jar of rhubarb purée. Why not give it a try? It's not that expensive. I lie face down on the bed and the old man spreads a generous portion of the rhubarb purée just where it's needed. Well, believe it or not, the stuff is MAGIC! I left it for quarter of an hour, and blow me if the blisters didn't disappear. Haven't seen them since, either. GONE AND FORGOTTEN. But we didn't forget to finish off the jar of purée for tea. THANKS, HEALTH MAG!*



Write an answering email to Fran in a few lines.

Look at the suggested answers for C3 / 32-1.5

Write an answering email to Fran in a few lines.

*I'm sorry for what you're suffering! But talking of all that, I read a tip in a health magazine (from a reader ... of course, I don't know how well it works, but it's maybe worth a try!) This is it:  
If you have herpes, try putting rhubarb on the infected area! Yes, I know it's not in season for the moment. The reader said that she tried it with rhubarb purée from the supermarket! Anyway, it wouldn't hurt to try! I'll give you the page from the magazine when I see you, on the 6<sup>th</sup>, for Kevin's birthday party.*

*Lots of love,*

*Filza*

You are doing a placement in a doctor's surgery. He says this to you:

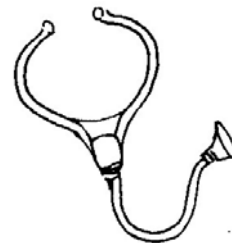


*“When Mrs Leonard arrives, tell her to type out what I dictated into the dicta-phone yesterday evening if she has not already done so. Then she must post the letter to Professor Samson for urgent delivery. She must also change the appointment from 4pm to 6.15 and come and see me between two patients. She must have a Margarita pizza delivered for 1pm sharp. I only have 10 minutes for lunch.”*

Mrs Leonard arrives and tells you that she has already typed out what the doctor dictated on the dicta-phone. Write down what you must pass on to her.

**Look at the suggested answers for C3 / 32-1.6**

You are doing a placement in a doctor's surgery. He says this to you:



*“When Mrs Leonard arrives, tell her to type out what I dictated into the dicta-phone yesterday evening if she has not already done so. Then she must post the letter to Professor Samson for urgent delivery. She must also change the appointment from 4pm to 6.15 and come and see me between two patients. She must have a Margarita pizza delivered for 1pm sharp. I only have 10 minutes for lunch.”*

Mrs Leonard arrives and tells you that she has already typed out what the doctor dictated on the dicta-phone. Write down what you must pass on to her.

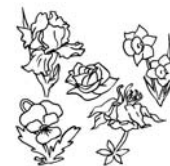
“Mrs Leonard, the doctor left some instructions for you: you have to post the letter to Professor Samson for urgent delivery and change the appointment from 4pm to 6.15. The doctor would like you to go and see him between two patients. Finally, he would like a Margarita pizza delivered for 1pm sharp as he only has car 10 minutes for lunch.”

... and as an intern, you could also add:

“And if there's anything I can do to help...”



You are doing a replacement for a florist friend of yours.



An elderly lady comes in and buys a hibiscus and an ivy geranium. She asks you how to look after them on her balcony.

Here are the labels attached to each plant.

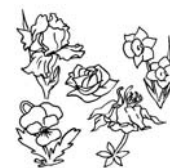
<p><b>HIBISCUS</b></p> <p><i>Type of plant: flowering shrub</i>  <i>Flowering period: March to October</i>  <i>Exposition: bright indirect light</i>  <i>Hauteur: 4 to 5 m</i>  <i>Leaves: evergreen</i>  <i>Hardiness: 5° C minimum in winter, between 18 and 30° C all year</i>  <i>Re-potting: in March</i>  <i>Pruning: in spring to encourage flowering</i>  <i>Care: The remarkable flowers of the hibiscus last only one day, but they are replaced regularly throughout the summer if you give it enough heat and light. The hibiscus is a tropical plant. In summer, take it outside, but avoid full sun, and do not forget to water often. Apply liquid feed (high nitrogen content) every two weeks to encourage flowering. In winter, keep your hibiscus in a well-lit room at about 15°C and water very little.</i></p>	<p><b>IVY GERANIUM</b></p> <p><i>Type of plant: fleur</i>  <i>Flowering period: May to first frosts</i>  <i>Exposition: sun</i>  <i>Hauteur: 1 m</i>  <i>Leaves: evergreen</i>  <i>Hardiness: 2° C minimum</i>  <i>Re-potting: in spring</i>  <i>Pruning: in spring to encourage flowering</i>  <i>Care: Without a doubt, this is one of the best plants for a balcony with its cascade of flowers from May to the first frosts. Put it in a sunny spot and water and feed once a week. In winter, cut back your geraniums to about 15 cm above a leaf and bring them into a well-lit room with a temperature of between 10 and 15°C. During this period, wet the earth a little once a month.</i></p>
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Write down what you are going to tell her.

Look at the suggested answers for C3 / 32-1.7



You are doing a replacement for a florist friend of yours.



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Here are the labels attached to each plant.

<p><b>HIBISCUS</b></p> <p><i>Type of plant: flowering shrub</i>  <i>Flowering period: March to October</i>  <i>Exposition: bright indirect light</i>  <i>Hauteur: 4 to 5 m</i>  <i>Leaves: evergreen</i>  <i>Hardiness: 5° C minimum in winter, between 18 and 30° C all year</i>  <i>Re-potting: in March</i>  <i>Pruning: in spring to encourage flowering</i>  <i>Care: The remarkable flowers of the hibiscus last only one day, but they are replaced regularly throughout the summer if you give it enough heat and light. The hibiscus is a tropical plant. In summer, take it outside, but avoid full sun, and do not forget to water often. Apply liquid feed (high nitrogen content) every two weeks to encourage flowering. In winter, keep your hibiscus in a well-lit room at about 15°C and water very little</i></p>	<p><b>IVY GERANIUM</b></p> <p><i>Type of plant: fleur</i>  <i>Flowering period: May to first frosts</i>  <i>Exposition: sun</i>  <i>Hauteur: 1 m</i>  <i>Leaves: evergreen</i>  <i>Hardiness: 2° C minimum</i>  <i>Re-potting: in spring</i>  <i>Pruning: in spring to encourage flowering</i>  <i>Care: Without a doubt, this is one of the best plants for a balcony with its cascade of flowers from May to the first frosts. Put it in a sunny spot and water and feed once a week. In winter, cut back your geraniums to about 15 cm above a leaf and bring them into a well-lit room with a temperature of between 10 and 15°C. During this period, wet the soil a little once a month.</i></p>
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Write down what you are going to tell her.

“For the hibiscus, this one here, put it on your balcony so that it has light but not direct sunlight. It will flower from May to October. Do not forget to water it, and add liquid feed every two weeks to have lots of flowers. In winter, it will not tolerate temperatures lower than 5°. If it gets colder, bring it into a well-lit room, stop the liquid feed, and do not over-water.

For the ivy geranium, put it in full sun. Water it as soon as the soil is dry to the touch and give it a liquid feed once a week. In winter, cut back your geranium. Place it in a cool, well-lit room. As for the hibiscus, do not feed it in winter and wet the soil once a month.”

<i>900 exercises in vocational communication</i>	<b>Exercise</b>	<b>C3 / 32 – 1.8</b>
		<b>Eval.:</b>

**You work in a hotel in the evenings. Some of the guests have requests that you must pass on to your colleague on the morning shift:**

- *Mr Davis would like to be woken at 7.15.*
- *Mrs Roger would like breakfast in her room at 8.30 sharp: coffee and croissants.*
- *Mr Da Ponte would like to be woken at 6.35.*
- *Mr Courtney would like black coffee in his room at 7.*
- *Mrs Fletcher will have a full breakfast in her room from 8.*
- *Mr & Mrs Pope do not want their room made up until 10.*

**Write a note for your colleague that puts together and summarises the information that you must pass on to him (you can make a chart if you wish).**

**Look at the suggested answers for C3 / 32-1.8**

You work in a hotel in the evenings. Some of the guests have requests that you must pass on to your colleague on the morning shift:

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- *Mr & Mrs Pope do not want their room made up until 10.*

Write a note for your colleague that puts together and summarises the information that you must pass on to him (you can make a chart if you wish).

	Wake-up call	Breakfast in room	Other
<b>Mr Da Ponte</b>	6.35		
<b>Mr Courtney</b>		black coffee at 7	
<b>Mr Davis</b>	7.15		
<b>Mrs Fletcher</b>		From 8, Full breakfast	
<b>Mrs Roger</b>		8.30 coffee & croissants	
<b>Mr &amp; Mrs Pope</b>			Make the room up after 10



Lucas is a waiter in a pizzeria. Here are the orders that he has noted down in his book for table 3 (5 people):



- 1 mixed salad
- 1 cod
  
- 1 mixed salad
- 1 escalope a la crème
  
- 1 asparagus
- 1 steak, well done
  
- 1 tomato salad
- 1 cod
  
- 1 egg mayonnaise
- 1 steak, medium rare



To simplify things, when Lucas gives his order to the chef, he groups together the same dishes and begins with all the starters. What is he going to tell the chef?

Look at the suggested answers for C3 / 32-1.9

Lucas is a waiter in a pizzeria. Here are the orders that he has noted down in his book for table 3 (5 people):



- 1 mixed salad
- 1 cod
  
- 1 mixed salad
- 1 escalope a la crème
  
- 1 asparagus
- 1 steak, well done
  
- 1 tomato salad
- 1 cod
  
- 1 egg mayonnaise
- 1 steak, medium rare



To simplify things, when Lucas gives his order to the chef, he groups together the same dishes and begins with all the starters. What is he going to tell the chef?

*2 mixed salads*  
*1 tomato salad*  
*1 asparagus*  
*1 egg mayonnaise*

*2 cod*  
*1 escalope a la crème*  
*2 steaks, 1 well done and 1 medium rare*

You recently read this article in the “Everyday living” column of a magazine:

### **WHAT TO DO IN A THUNDERSTORM?**

Thunderstorms are frequent in summer. Simple reflexes can help you to protect yourself.

#### **Out and about**

If you are in a car, stay inside and drive! The bodywork protects you from the lightning. If you have to stop, do not do so under an isolated tree or electric pylon as they might be struck by the lightning. On a bike or motorbike, you are very exposed, so find shelter as soon as possible!

#### **At home**

In a flat in a town or large village, you are protected by lightning conductors and other buildings, as long as you do not open wide your windows. Avoid draughts. If your house is isolated, turn off the electricity and close doors and windows. Avoid having a bath or shower during a thunderstorm, because water is an excellent conductor, and save your phone calls till later.

#### **Out walking**

In a field, do not shelter under a lone tree. Crouch down with your head down. Do not lie down, as wet ground is a good conductor. Do not open an umbrella, especially on a plain, as its point could attract lightning. If you are swimming when the storm breaks, quickly get out of the water. In the mountains, look for solid shelter (a chapel or sheepfold...) \*

*\* From an article by Frédérique Maupu-Flament in the French TV magazine Téléstar*

You are walking in the country with a friend. It starts to rain very hard, and a thunderstorm breaks out. Your friend opens his umbrella and starts to run towards a large tree in the middle of a field. You stop him straight away and shout out the safety recommendations. What do you shout out to him?

**Look at the suggested answers for C3 / 32-1.10**

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***“Hey! Rudi! Come back! Don’t go near the tree, you might be struck by lightning! And close your umbrella if you don’t want the same thing! Come over here, we’re going to crouch down and keep still while waiting for it to pass. That’s it. And put your head down! Yes, I know, we’re going to get soaked, but can you see a shelter?”***