

**ADDITIONAL SPOKEN INTERACTIONS FOR BUSINESS STUDIES**

## **Information for Learners**

### **Task A Business**

#### **Situation**

You work for Smith and Brown Ltd and you have organised a conference in a hotel for your company.

#### **Task**

You arrived last night at the hotel. You have lots of complaints and go to the reception desk to inform them. You should use the sheet but may also add other details if you wish.



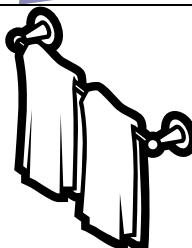
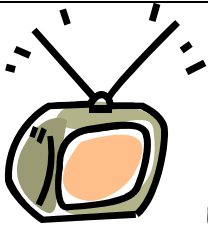
You wish to complain about

- The rooms
- Equipment in the conference room
- The meal last night

The person testing you will play the part of the receptionist and will begin the conversation.

## TASK A - Business

### Problems with the rooms

Room Number	Name of occupant	Nature of problem
14	Luke Carter	 not working
25	Keira Evans	Problem with 
48	Angela Smith	 None in the room
96	George Brown	 not working

### Problems in the conference room - Checklist and problems noted

30 conference chairs	Only 25 (1 chair broken)	<input checked="" type="checkbox"/>
6 conference tables		<input checked="" type="checkbox"/>
1 flipchart		<input checked="" type="checkbox"/>
1 data projector (broken)		<input checked="" type="checkbox"/>
1 laptop		<input checked="" type="checkbox"/>
30 pens and notepads (only 25)		<input checked="" type="checkbox"/>

### Problems with the evening meal last night

1. The bill was wrong
2. The chicken was cold and the soup was too salty.
3. There was an insect in the salad.
4. The cutlery was dirty.



## INFORMATION FOR TEACHERS

### Task A      Business

#### Situation

The candidate is the organiser of a conference for his/her company which is being held in your hotel. He/she comes to the reception to complain about the rooms, the conference facilities and the evening meal last night! You play the role of the hotel employee.

#### Task

You should deal with the problems and apologise to the candidate, explaining how they will be resolved.

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Bonjour monsieur/mademoiselle. Je peux vous aider?

Comment vous appelez-vous ?

Quel est le nom de votre organisation ?

Comment ça s'écrit ?

Est-ce que tout va bien monsieur/mademoiselle?

Quel est le numéro de la chambre?

Un instant, je vais chercher les informations. C'est la chambre de qui ?

Je suis vraiment désolé monsieur/mademoiselle. Quels sont les problèmes ?

Est-ce que tout va bien dans la salle de conférences ?

Qu'est-ce qui ne va pas?

Combien de chaises/ blocs-notes voudriez-vous ?

Le vidéoprojecteur est cassé. Nous pourrions vous offrir un rétroprojecteur si vous voulez ? (H)

Vous avez bien mangé dans le restaurant hier soir ? (H)

Quels étaient les problèmes ? (H)

Possible ways to end the conversation.

Le chef de cuisine était malade hier soir. Je suis désolé.

Je vais m'en occuper immédiatement.

Je vais vous rembourser.

## **Information for Learners**

### **Task B Business**

#### **Situation**

You are on a work-experience placement in a large lost property office and have to deal with a French speaking businessman/woman who telephones to report a missing item.

#### **Task**

Use the prompts to obtain information from the businessman/woman about what he or she has lost. Use the pictures of objects currently held to identify the lost item. You will then have to give the person directions to the office and details of opening times. You may have to use your imagination to answer some of the questions you are asked about facilities in the town.

The person testing you will play the part of the businessman/woman. You should begin the conversation.

**Task B Business**

**LOST PROPERTY OFFICE:**

Name: .....

Address: .....

Tel: .....

Mobile: ..... e-mail .....

.....

Lost item(s): .....

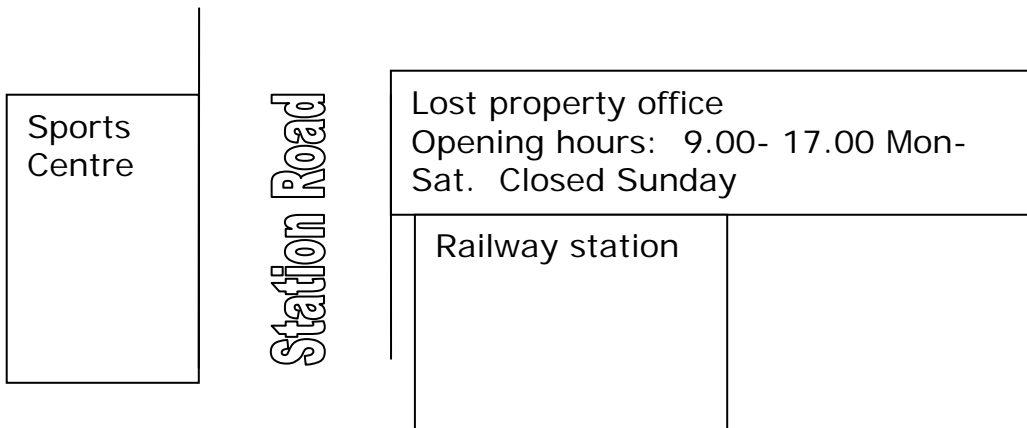
.....

Description: (Size/Colour/Brand)

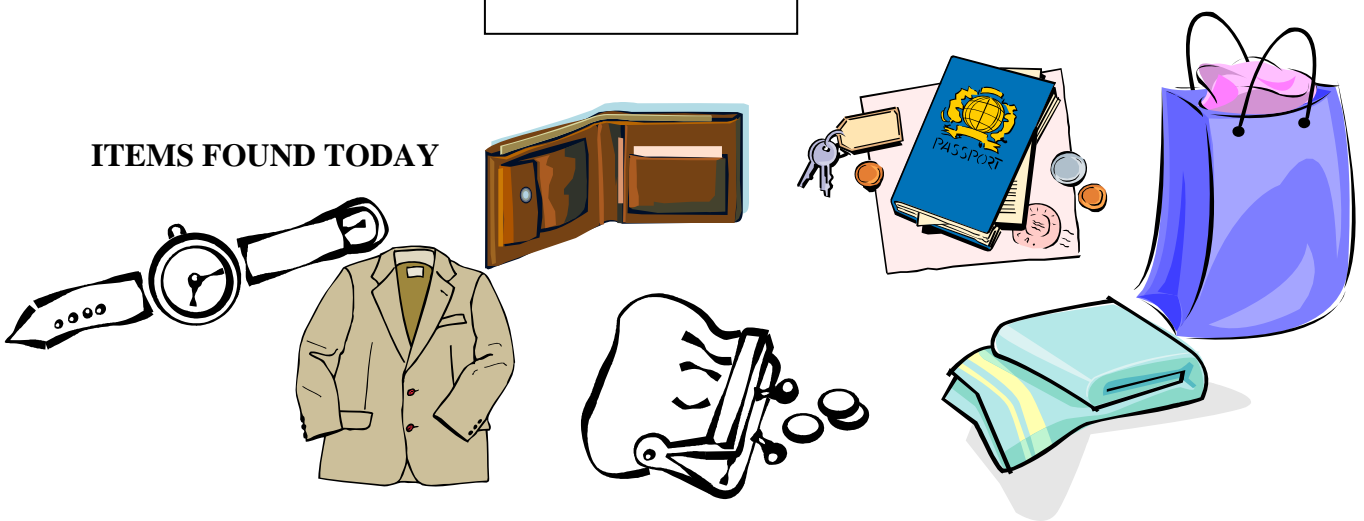
.....

When item was lost: .....

Where item was lost : .....



**ITEMS FOUND TODAY**



## INFORMATION FOR TEACHERS

### Task B Business

#### Situation

The candidate is working in a lost property office and you are playing the role of a French speaking businessman/woman who is telephoning to report some lost property.

#### Task

You should deal with the problems and apologise to the candidate, explaining how they will be resolved.

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Bonjour monsieur/mademoiselle. J'ai besoin de votre aide. J'ai perdu mon sac/mon portefeuille/ma montre/ma veste.... (you choose an item)

Je m'appelle.....

Mon numéro de téléphone c'est .....

Mon adresse c'est..

Ca s'écrit ,,.,.,.,,

Le sac est grand, noir et en plastique et il y a un portefeuille dedans.

Le portefeuille est marron et en cuir.

Je crois que je l'ai perdu entre deux heures et trois heures.

Je ne suis pas sur. J'ai été dans un café en ville et j'ai acheté un t-shirt dans le magasin de sport.

Avez-vous trouvé mon sac/ma veste/mon portefeuille... ?

Où se trouve le bureau des objets trouvés ?

Quelles sont les heures d'ouverture ?

Mon hôtel se trouve à Brighton. C'est à quelle distance de votre bureau ? (H)

Je peux prendre un train de Brighton ? (H)

Pouvez-vous recommander un restaurant en ville ? (H)

Quels sports peut-on pratiquer dans le centre sportif ? (H)

## **Information for Learners**

### **Task C Business**

You are helping the planning engineer in negotiations with the representative from the Head Office in Paris to decide on the location of a new factory.

#### **Task**

Using the sheet to help you, answer the questions you are asked. You do not have to mention everything on the sheet and you may add other details if you wish.

The teacher testing you will play the part of the representative from the Head Office in Paris.



Task C Business



Parking facilities



Office availability



Costs

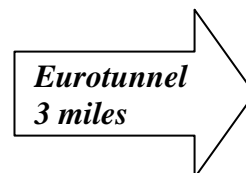


Labour force

€800,000



€400,000



Region?  
Transport?  
Market?

## Task C

### INFORMATION FOR TEACHERS

#### Situation

The student is helping the planning engineer negotiate the location of a new factory. You play the part of the representative from the Head Office in Paris.

#### You will begin the conversation.

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- Quelle emplacement préférez-vous ? Pourquoi ?
- Où se trouve l'emplacement à la campagne ?
- Comment est la région ?
- L'emplacement à la campagne est moins cher, n'est-ce pas ?
- Quels inconvénients est-ce qu'il y a à la campagne?
- Il y a beaucoup d'habitants ?
- Quels moyens de transport est-ce qu'il y a ?
- L'emplacement en ville est trop cher, n'est-ce pas ?
- Qu'est-ce que vous pensez de l'emplacement en ville ?
- C'est bien situé ? Pourquoi/pas ? (H)
- C'est une grande ville ?
- Il y a combien d'habitants ?
- Il y a beaucoup de travail à la campagne?
- Est-ce qu'il y a des transports publics ?
- Où se trouve la gare ?
- Etes-vous allé en France en train ?
- Le trajet a duré combien de temps ?(H)
- Aviez-vous peur du tunnel ? (H)
- Comment sont les liens pour transporter les produits en France? (H)
- Quel est votre moyen de transport préféré ? Pourquoi ? (H)

## **ADDITIONAL SPOKEN INTERACTIONS FOR LEISURE AND TOURISM**

## **Task A    Leisure and Tourism**

### **Situation**

You are working in a souvenir shop during the busy summer period.

### **Task**

A French-speaking customer comes into the shop to buy some souvenirs.

Use the prompts to obtain information about the products which are available, prices, sizes and colours. Be prepared to make some recommendations of suitable products for different people

The person testing you will play the part of the French-speaking customer. You should begin the conversation.

Task A Leisure and Tourism

Sally's Souvenir Shop.

	<p>Pick-and-mix</p>	<p>99p / kg</p>
	<p>Various CDs</p>	<p>            WAS: £10            NOW: £5!!         </p>
	<p>Baseball Caps (Available in black/red and blue/green.)</p>	<p>£2.99</p>
	<p>Perfume and Aftershave</p>	<p>£4.99</p>
	<p>Postcards (Available in many designs.)</p>	<p>20p Each</p>
	<p>T-Shirts (Available in a range of colours for both men and women.)</p>	<p>            Buy One T-shirt and Get One FREE!!            £5.99 each         </p>
	<p>Traditional White and Red Wines (Including Pinot, Shiraz, Chardonnay and many more.)</p>	<p>£4.99 a bottle</p>
	<p>Cuddly Toys</p>	<p>            WAS: £7            NOW: £3.50!!!         </p>

## INFORMATION FOR TEACHERS

### Task A Leisure and Tourism

#### Situation

The candidate is working in a souvenir shop and you play the role of a French customer.

#### Task

You should choose items from the shop to purchase for different people and ask the candidate his/her advice.

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Bonjour monsieur/mademoiselle. Je cherche des souvenirs.  
Je voudrais acheter un souvenir pour ma femme/mon mari. Qu'est-ce que vous avez ?  
Quelles tailles avez-vous ?  
Quelles couleurs avez-vous ?  
C'est combien, le t-shirt ?  
Je peux essayer le t-shirt ?  
Où sont les cabines ?  
Qu'est-ce que vous recommandez pour un enfant de trois ans ? (H)  
C'est quelle sorte de vin ?  
C'est comment le vin ? (H)  
Vous avez vu le DVD sur la région ? C'était comment ? (H)  
Avez-vous des produits de la région ? (H)  
Quelles sont les spécialités de la région ? (H)  
C'est trop grand. Avez-vous quelque chose de plus petit ?  
C'est trop cher ! Avez-vous quelque chose de moins cher ?  
Ça fait combien ?  
Où faut-il payer ?

## **Task B Leisure and Tourism**

### **Situation**

You are working in a restaurant in your town.

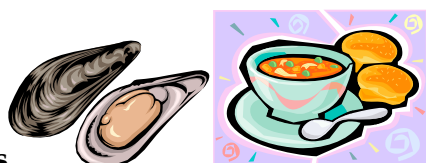
### **Task**

Some French-speaking customers come into the restaurant. You show the customers to a table and take their food order. You will also have to answer some questions about different items on the menu. Use the visuals and your imagination to answer the questions.

The person testing you will play the part of the French-speaking customer. You should begin the conversation.

## Task B Leisure and Tourism

### Leo's Restaurant- Fixed price menu £20



#### Starters

Mussels in white wine and cream

Soup of the day

Paté with side salad and crusty bread



#### Main courses

Cheese omelette with salad

Pizza with a selection of toppings

Beef bourguignon with rice

Salmon with steamed potatoes and vegetables

Roast chicken with potatoes and vegetables



#### Desserts

A selection of ice creams

Chocolate fudge cake

Raspberry cheesecake

A selection of cheeses

Fresh fruit salad



Coffee included

Drinks extra £1.80 per glass. Choose from:

Mineral water

Lemonade/Cola

Orange juice

Apple juice

£2.50 per glass – Red or white house wine or lager.

**SERVICE NOT INCLUDED**



## INFORMATION FOR TEACHERS

### Task B Leisure and Tourism

#### Situation

The candidate is working in a restaurant and you play the role of a French customer.

#### Task

You should arrive at the restaurant and be shown to the table and then choose items from the menu for different people and ask the candidate his/her advice on the dishes.

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Bonjour monsieur/mademoiselle. J'ai réservé une table.

C'est au nom de .....

Ca s'écrit .....

Je préfère une table sur la terrasse s'il vous plaît.

Comme entrée je voudrais .....

Je suis allergique à l'ail. Il y a de l'ail dans ce repas ? (H)

Qu'est-ce que c'est raspberry cheesecake ? (H)

Qu'est-ce que vous avez comme légumes ?

Mon ami est végétarien. Qu'est-ce que vous recommandez ? (H)

Le service est inclus ?

Qu'est-ce que vous avez comme boissons ?

Avez-vous essayé le boeuf bourguignon ? C'était comment ? Il y a des champignons dedans ? (H)

Qu'est-ce que vous recommandez pour un enfant de trois ans ? Vous avez un menu enfant ? (H)

C'est quelle sorte de vin ?

Où faut-il payer ?

Acceptez-vous des cartes de crédit ? (H)

## INFORMATION FOR CANDIDATES

### Task C Leisure and Tourism

#### Situation

You are working at a hotel reception desk and help a French visitor who has made a reservation. You need the visitor's details to check any errors in the reservation and help with any problems.

#### Task

*Using the sheet to help you, answer the questions you are asked. You do not have to mention everything on the sheet and you may add other details if you wish.*

The teacher testing you will play the part of the French visitor.

## Task C

Name..... Leblanc.....  
Room Number.....402...  
Check-in date.....May 5th  
Number of nights.....6

LIFT



### Seaview Hotel \*\*

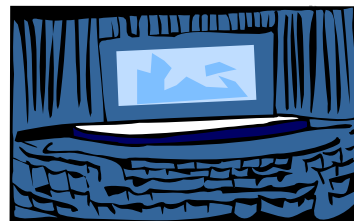
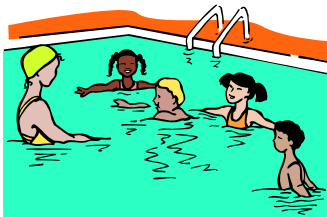


- ❖ Single Rooms £65
- ❖ Double Rooms £80
- ❖ Sea view £100
- ❖ Bed and Breakfast included
- ❖ Breakfast 7.00 – 10.00

Closed at 11.30



## ATTRACTIONS OF THE AREA



## INFORMATION FOR TEACHERS

### Task C

#### Situation

The student is a hotel receptionist. You play the part of a French visitor who has reserved a room in an English hotel. You ask questions about the reservation and ask for a different room.

You ask the student questions about :

- the reservation and change the details.
- a different room.
- prices
- hotel facilities
- the town
- the closing hours

#### You will begin the conversation.

Bonjour, j'ai téléphoné hier pour réserver une chambre.

Je ne suis pas Monsieur Lebrun. Je m'appelle Monsieur Leblanc.

Je voulais seulement deux nuits.

Est-ce qu'il y a un ascenseur ?

Est-ce que je peux avoir une chambre au rez-de-chaussée ?

Avez-vous une chambre à deux lits ?

Est-ce qu'il y a une vue de la mer ?

Est-ce qu'il y a une réduction pour une chambre sans vue de la mer ?

Ça fait combien par nuit ?

Avez-vous quelque chose de moins cher ?

Le petit déjeuner est compris ?

A quelle heure servez-vous le petit déjeuner ?

Qu'est-ce qu'il y a à faire dans la ville ?

Qu'est-ce que vous proposez pour mon fils ? (H)

Avez-vous joué au bowling ?

Quels sont les jours de marché ?

Avez-vous un plan de la ville ?

Est-ce qu'il y a un parking à l'hôtel ?

Je rentrerai tard ce soir; l'hôtel sera ouvert ? (H)

Je peux avoir une clé pour la porte d'entrée ? (H)

Pourriez-vous me réveiller à 7 heures ? (H)

## **ADDITIONAL INTERACTIONS FOR MEDIA AND COMMUNICATIONS**

## **Task A - Media and Communication**

### **Situation**







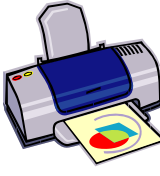

You are working in an internet café in your town.

### **Task**

A French speaking customer telephones to find out about the facilities of the internet café. Use the visuals and your imagination to answer the questions.

The person testing you will play the part of the French-speaking customer. You should begin the conversation.

**Task A Media & Communication**  
**JON'S Internet Café      Our services**

	<b>Surf the net</b> <b>30 computers with super-fast internet connection</b>	£1 per hour £3 for 4 hours
	<b>Video game consoles</b> <b>All the latest games</b>	Evenings only 6pm -10pm £2 per hour
	<b>Send a fax</b>	£0.50 per page
	<b>Photocopies</b>	Black and white 5p page (A4) 8p page (A3) Colour 15p page (A4) 40p page (A3)
	<b>Headphone loan</b>	Free of charge
	<b>Burn a copy of a CD or DVD</b>	£1 for a CD £2 for a DVD
	<b>Printing</b>	Black and white or colour 3p page (A4) 5p page (A3)
	<b>Drinks and snacks</b>	Cans 50p each Coffee or tea 60p cup Hotdogs and hamburgers £1.50 Sandwiches £1.50-£2.50

**We are situated in the town centre, next to the railway station.**

**Opening hours 7 days a week 10.00 am – 10 pm.**

**Credit cards accepted**

**Group reservations in advance – Groups of 5 or more receive one free drink each**

## INFORMATION FOR TEACHERS

### Task A Media and communication

#### Situation

The candidate is working in an internet café and you play the role of a French customer who is telephoning to find out about the facilities.

#### Task

You ask about the facilities, prices of services and opinions on the equipment and facilities available.

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Bonjour monsieur/mademoiselle. Qu'est-ce qu'on peut faire dans votre cybercafé ?

Qu'est-ce que vous avez comme équipements ?

Combien d'ordinateurs avez-vous ?

Quelle sorte d'ordinateurs sont-ils ? (H)

Vous avez des jeux vidéo ? Qu'est-ce que vous avez comme jeux ? (H)

Avez-vous joué ..... ? C'était comment ? (H)

Vous avez un fax ? C'est combien pour envoyer un fax en France ?

Si je voudrais imprimer des documents ?

On peut imprimer en couleur ? C'est combien ?

Quels snacks vendez-vous ?

Quelles sont les heures d'ouverture ?

Où se trouve le cybercafé exactement ?

Acceptez-vous des cartes de crédit ?

Il faut réserver en avance ? (H)

On peut graver des CD ? C'est combien ?

Il faut apporter des écouteurs ?

Vous avez une photocopieuse ?



## **INFORMATION FOR CANDIDATES**

### **Task B Media and communication**

#### **Situation**

You are working at an airport and deal with a French passenger during a strike. You have to explain why there is a delay and help the passenger with any problems.

#### **Task**

Using the sheet to help you, answer the questions you are asked. You do not have to mention everything on the sheet and you may add other details if you wish.

The teacher testing you will play the part of the French passenger.

**Task B – Media and communication**



**DVDs for children showing outside snack bar**

**Free drinks and biscuits in snack bar**

**Quiet area on first floor**



**Trains to London on ground floor**

**Hotel 200 metres from airport exit**



## INFORMATION FOR TEACHERS

### Task B

#### Situation

The student is an employee at the airport where there is a strike.

#### Task

You play the part of a French passenger and ask questions about the strike and what you should do. You also demand some sort of compensation.

#### You will begin the conversation.

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Qu'est-ce qui se passe ?

Quel est le problème ?

Quand ?

Pourriez-vous me trouver un autre vol ? (H)

A quelle heure partira le prochain vol ?

Est-ce qu'il y a un vol demain ?

Qu'est-ce que vous proposez ?

J'ai un problème avec mes enfants

Est-ce qu'il y a quelque chose pour amuser les enfants ?

Où se trouve le téléviseur ?

Où sont les toilettes ?

Où est-ce que je peux trouver quelque chose à lire ?

Pourriez-vous réserver une chambre d'hôtel ? (H)

Où se trouve l'hôtel ?

Est-ce que je peux laisser mes bagages ici ?

Est-ce qu'il y a un train ?

Pour aller à la gare, sil vous plaît ?

La grève durera combien de temps ? (H)

Est-ce qu'il y aura un dédommagement ?(H)

Puis-je avoir votre nom ?

## **INFORMATION FOR CANDIDATES**

### **Task C**

#### **Situation**

You have been offered a job by a French ICT company and you discuss the pay, holidays, hours, and what you should wear with the Personnel Manager. You may need to negotiate higher pay and your working hours.

#### **Task**

Using the sheet to help you, answer the questions you are asked. You do not have to mention everything on the sheet and you may add other details if you wish.

The teacher testing you will play the part of the Personnel Manager.

**Pay**

*Under 18 €17,00  
€20,000 - €30,000 according  
to experience and  
qualifications*

**Holidays**

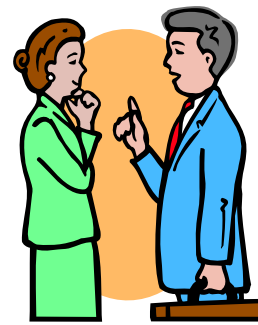
*2 weeks per annum  
plus public holidays*

**Hours**

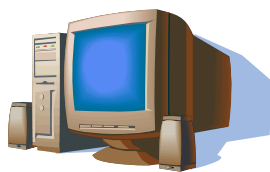
*8 hours per day  
flexible  
1 hour lunch + 2  
coffee breaks*



X



Dress Code



Software you can use?



## INFORMATION FOR TEACHERS

### Task C

#### Situation

The student is a new member of staff. You play the part of the French Personnel Manager and discuss conditions of work and pay with the new member of staff. You may need to negotiate some of the conditions with the candidate.

You will begin the conversation.

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Avez-vous fait bon voyage ?

Je vous sers un café?

Pourquoi est-ce que vous avez décidé de travailler en France ?

Où logez-vous ?

Vous voulez poser une question sur les conditions de travail ?

Nous exigeons une excellente présentation ; qu'est-ce que vous proposez porter comme vêtements dans le bureau ?( H)

Pour la rémunération, quel âge avez-vous ?

.....ans, alors votre salaire sera.....(any negotiations will be H)

Quelle est votre formation ?

Alors votre salaire sera.....

Qu'est-ce que vous avez comme expérience professionnelle?

Je propose le SMIC au minimum

Les heures sont flexibles mais il faut faire 8 heures par jour.

Je propose de 9 heures à 5 heures, ça va ? (Could be H if negotiations take place)

Sinon, de 8 heures à 4 heures ?

Vous fumez ? C'est interdit dans le bâtiment.

Voulez-vous visiter les lieux maintenant ?

Quand pourrez-vous commencer ? (H)

Pourriez-vous venir lundi prochain ? (H)