

TRANSVALP

PHASE 1 - JOB-LANGUAGE PROFILES



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TOUR GUIDE



VLC 1 – Providing first-line care to tourists/visitors

B2 Level: CAN follow extended speech and complex lines of argument provided the topic is related to the professional environment. CAN interact with a degree of fluency and spontaneity that makes regular interaction, and sustained relationships with native speakers in the professional context quite possible without imposing strain on either party.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Welcome visitors/ tourists offer help & take one's leave	CAN politely greet visitors/tourists, offer help, and take leave using appropriate registers & fixed expressions	Addressing audiences Overall listening comprehension	Speaking Listening
2. Present a tour or a visit orally	CAN present a standard itinerary or visit (based on a prepared presentation) to a group of tourists with the help of set expressions, providing basic information such as dates & times (meeting time, time of departure/arrival). CAN take a series of follow-up questions.	Addressing audiences Overall listening comprehension Sustained monologue	Speaking Listening
3. Explain the different accommodation arrangements	CAN give a straightforward description of the accommodation arrangements (based on a prepared presentation). CAN take a series of follow-up questions.	Addressing audiences Overall listening comprehension Sustained monologue	Speaking Listening

TOUR GUIDE

Sub Language Competences	Descriptor	CEFRL	Skills
4. Explain the transport arrangements	CAN give straightforward information (based on a prepared presentation) and respond appropriately to transport enquiries, describing the means of transport, dates, times, & itineraries	Addressing audiences Overall listening comprehension Sustained monologue	Speaking Listening
5. Explain the planned eating arrangements	CAN give a straightforward explanation (based on a prepared presentation) and respond appropriately to enquiries about eating arrangements.	Addressing audiences Overall listening comprehension Sustained monologue	Speaking Listening
6. Present the planned visits to tourist sites and attractions	CAN give straightforward & prepared information about the planned visits to tourist attractions and sites. CAN take a series of follow-up questions.	Addressing audiences Overall listening comprehension Sustained monologue	Speaking Listening
7. Explain the planned leisure activities/facilities	CAN understand requests and describe, simply but accurately, tourist and leisure attractions, activities & facilities usually found on-site, explaining times & dates & any conditions that may apply (appropriate clothing & protection).	Addressing audiences Overall listening comprehension Sustained monologue	Speaking Listening

TOUR GUIDE

VLC 2 – Conducting a tour

B2 Level: CAN follow extended speech and complex lines of argument provided the topic is related to the professional environment. CAN interact with a degree of fluency and spontaneity that makes regular interaction, and sustained relationships with native speakers in the professional context quite possible without imposing strain on either party.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Lead a group to & around a site	CAN escort a group (transfer) to a site responding to requests for information, explaining the bus route, and making announcements simply & clearly. CAN structure a site visit & lead a group around a tourist site using essential terms & expressions.	Addressing audiences Overall listening comprehension	Speaking Listening
2. Give visitors/tourists directions	CAN direct visitors/tourists both inside & outside using basic plans or maps	Addressing audiences Overall listening comprehension	Speaking Listening
3. Explain the weather forecast	CAN respond to enquiries and give simple but accurate information about the weather conditions and its bearing on activities	Addressing audiences Overall listening comprehension	Speaking Listening
4. Describe a tourist site	CAN give a straightforward prepared description of tourist sites & typical geographical & architectural features using key terms & expressions. CAN respond to predictable enquiries about the site.	Addressing audiences Overall listening comprehension Sustained monologue	Speaking Listening
5. Describe the history of a site	CAN give a reasonably fluent description of the history of a site using L1 information. CAN respond to predictable enquiries and/or refer visitors to appropriate sources of information.	Addressing audiences Overall listening comprehension Sustained monologue	Speaking Listening

TOUR GUIDE

Sub Language Competences	Descriptor	CEFRL	Skills
6. Recommend local produce and handicraft	CAN give straightforward information on local produce, souvenirs & gifts. CAN respond to requests for information concerning souvenirs & craft shops.	Addressing audiences Overall listening comprehension	Speaking Listening
7. Explain rules and regulations about the visit	CAN politely & unequivocally describe typical rules & regulations concerning a site. CAN give clear and precise instructions to be followed using a register appropriate to the situation.	Addressing audiences Overall listening comprehension	Speaking
8. Deal with visitors' / tourists' problems, complaints	CAN understand routine/expected problems (I've twisted my ankle) & complaints (it's too hot in here) & react appropriately, apologising & indicating that the necessary action will be taken.	Spoken interaction Overall listening comprehension	Listening Speaking
9. Inform local tourism service providers abroad of alteration in organisation	CAN clearly explain problems and alterations in the programme (delays, Cancellation) to the providers of local services (hoteliers, restaurant managers, travel agencies...) when on a tour abroad	Spoken interaction Transactions to obtain goods & services Goal-oriented cooperation Overall listening comprehension	Listening Speaking Possibly reading and writing

TOURIST INFORMATION OFFICER



VLC 1 – Providing first-line care to tourists/visitors

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered in work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics that are familiar. CAN describe events and briefly give reasons and explanations for opinions and plans.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Welcome visitors/tourists	CAN politely greet visitors/tourists, offer help, and take one's leave using appropriate registers & fixed expressions	Overall spoken interaction Overall listening comprehension	Speaking Listening
2. Respond to enquiries about tourist/historical sites	CAN describe & recommend simply and accurately what there is to see in the area of tourist/historical interest.	Sustained monologue Overall spoken interaction Overall listening comprehension	Speaking Listening
3. Respond to enquiries about leisure/sports activities	CAN describe & recommend simply but accurately tourist & leisure activities that respond to the clients' profile & the climatic conditions.	Overall spoken interaction Overall listening comprehension	Speaking Listening
4. Respond to accommodation enquiries	CAN understand straightforward accommodation enquiries & suggest appropriate options according to visitors' profiles.	Overall spoken interaction Overall listening comprehension	Speaking Listening

TOURIST INFORMATION OFFICER

Sub Language Competences	Descriptor	CEFR	Skills
5. Respond to transport enquiries	CAN understand & respond simply but appropriately to transport enquiries, supplying modes, dates, times and itineraries, according to visitors' requests and profiles.	Overall spoken interaction Overall listening comprehension Reading for orientation	Speaking Listening Reading
6. Respond to enquiries about eating options	CAN understand simply but accurately describe and recommend eating options according to visitors' requests and profiles.	Overall spoken interaction Overall listening comprehension	Speaking Listening
7. Respond to enquiries about souvenirs/crafts/gift shops	CAN understand straightforward enquiries and respond to requests for information concerning souvenirs, crafts, & gift shops.	Overall spoken interaction Overall listening comprehension Reading for orientation	Speaking Listening Reading
8. Give visitors/tourists directions	CAN give simple indications to help visitors locate various facilities or venues, both inside a building and outside using basic plans or maps CAN respond to requests for detailed directions to and from the tourism establishment, within the building/s and outside using plans or maps.	Overall spoken interaction Overall listening comprehension Reading for orientation	Speaking Listening Reading
9. Deal with visitors'/tourists' reservations	CAN formulate simple questions to obtain personal details to accurately complete a booking form (accommodation, restaurants, cultural or tourist events)	Goal-oriented cooperation Overall listening comprehension	Speaking Listening Writing

TOURIST INFORMATION OFFICER

VLC 2 – Selling in a tourist information office

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered in work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics that are familiar. CAN describe events and briefly give reasons and explanations for opinions and plans.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Sell a tourism product	CAN describe simply a tourism product (an excursion, a gift...), and give price. CAN practise upselling by guiding the visitors' choice according to their profiles.	Transactions to obtain goods or services Overall listening comprehension	Speaking Listening
2. Take payment, give change & a receipt	CAN politely request payment; give change & a receipt with the help of appropriate fixed expressions. CAN take follow-up questions on modes of payment and special requests.	Transactions to obtain goods or services Overall listening comprehension	Speaking Listening

LEISURE PARK EMPLOYEE



VLC 1 – Providing first-line care to visitors in a leisure park

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered in work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics that are familiar. CAN describe events and briefly give reasons and explanations for opinions and plans.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Welcome visitors	CAN welcome individuals/groups of visitors to a leisure park/particular attraction, using appropriate registers & fixed expressions	Overall oral production Overall listening comprehension	Speaking Listening
2. Give visitors information about dates & times	CAN inform visitors of opening and closing times & dates and understand visitors' queries. CAN indicate the time at which a show/attraction will start and how long it will last.	Overall spoken interaction Goal-oriented cooperation Overall listening comprehension	Speaking Listening
3. Deal with visitors' reservations & enquiries	CAN understand straightforward reservations enquiries orally and in writing. CAN formulate simple questions to obtain necessary details, make notes/fill in forms	Overall spoken interaction Goal-oriented cooperation Overall listening comprehension	Speaking Listening

LEISURE PARK EMPLOYEE

Sub Language Competences	Descriptor	CEFRL	Skills
4. Present the leisure park & its facilities	CAN give a prepared straightforward presentation of the park, its attractions and its facilities. CAN take follow-up questions.	Oral production Addressing audiences Overall listening comprehension	Speaking Listening
5. Respond to enquiries about leisure park activities	CAN understand straightforward enquires about the leisure park's activities. CAN recommend & simply but accurately appropriate activities & attractions according to the visitors' profile & the climatic conditions. CAN take follow-up questions.	Overall spoken interaction Overall listening comprehension	Speaking Listening
6. Give visitors directions	CAN give simple indications to help visitors locate various facilities or attractions inside the park using basic plans or maps. CAN respond to requests for directions to and from the park using plans or maps.	Overall spoken interaction Overall listening comprehension Reading for orientation	Speaking Listening Reading

LEISURE PARK EMPLOYEE

Sub Language Competences	Descriptor	CEFRL	Skills
7. Respond to transport enquiries	CAN understand & respond simply but appropriately to transport enquiries, both inside & outside the park, supplying modes, times & itineraries, according to visitors' requests.	Overall spoken interaction Goal-oriented cooperation Overall listening comprehension Reading for orientation	Speaking Listening Reading
8. Respond to accommodation enquiries	CAN understand straightforward accommodation enquiries & suggest appropriate options on the site or nearby according to visitors' profiles.	Overall spoken interaction Overall listening comprehension	Speaking Listening
9. Respond to enquires about eating options	CAN understand & simply but accurately describe and recommend eating options on-site according to visitors' requests and profiles.	Overall spoken interaction Goal-oriented cooperation Overall listening comprehension	Speaking Listening

LEISURE PARK EMPLOYEE

VLC 2 – Managing visitors in a leisure park

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered in work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics that are familiar. CAN describe events and briefly give reasons and explanations for opinions and plans.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Control crowds & queues	CAN direct and instruct individuals and groups to behave in an orderly way CAN deliver very short rehearsed announcements about queuing systems or delays	Overall oral production Public announcements Overall listening comprehension	Speaking Listening
2. Give, explain, & enforce safety rules & ride regulations	CAN clearly give, explain, & enforce straightforward appropriate instructions and procedures to enforce the park's safety and security measures. CAN take a series of follow-up questions.	Overall oral production Public announcements	Speaking Listening
3. Deal with visitors' problems	CAN understand routine/expected problems (lost property, medical emergencies) & react appropriately, indicating that the necessary action will be taken. CAN elicit information concerning the incident. CAN reassure people. CAN act as an interpreter between two parties if necessary.	Overall spoken interaction Goal-oriented co-operation Overall listening comprehension	Speaking Listening

LEISURE PARK EMPLOYEE

4. Deal with visitors' complaints	CAN react appropriately to complaints, apologising & indicating that the necessary action will be taken.	Overall spoken interaction Goal-oriented co-operation Overall listening comprehension	Speaking Listening
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LEISURE PARK EMPLOYEE

VLC 3 – Selling in a leisure park

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered in work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics that are familiar. CAN describe events and briefly give reasons and explanations for opinions and plans.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Inform visitors of entry prices	CAN explain entry prices, package & special offers according to visitors' profiles. CAN take follow-up questions.	Overall spoken interaction Goal-oriented cooperation Overall listening comprehension	Speaking Listening
2. Describe leisure park souvenirs	CAN describe reasonably fluently leisure park souvenirs & give prices. CAN compare alternatives & practise "upselling" by guiding the visitors' choice according to their profiles. CAN take follow-up questions.	Transactions to obtain goods or services Overall listening comprehension	Speaking Listening
3. Serve visitors snacks & light dishes	CAN describe simply but accurately a snack, a lunch menu or a particular item on a menu. CAN explain prices & compare alternatives. CAN take follow-up questions	Overall spoken interaction Goal-oriented cooperation Overall listening comprehension	Speaking Listening
4. Take payment from visitors	CAN politely request payment; give change & a receipt with the help of appropriate fixed expressions. CAN take follow-up questions on modes of payment and special requests.	Transactions to obtain goods or services Overall listening comprehension	Speaking Listening

ENTERTAINER



VLC 1 – Providing first-line care to tourists/visitors

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered in work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics that are familiar. CAN describe events and briefly give reasons and explanations for opinions and plans.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Welcome guests	CAN politely welcome various groups of visitors/guests to a tourism establishment, offer help and take leave using appropriate registers & fixed expressions	Addressing audiences Overall listening comprehension	Speaking Listening
2. Present a tourism establishment	CAN simply but accurately present a tourism establishment, describing & advising guests of its indoor / outdoor attractions & facilities, & offering documentation.	Addressing audiences Overall listening comprehension	Speaking Listening
3. Give guests directions	CAN respond appropriately to requests for directions both on-site & in the immediate vicinity with the help of landmarks & plans/plans.	Overall spoken interaction Overall listening comprehension	Speaking Listening
4. Respond to enquiries about leisure activities	CAN understand enquiries about leisure activities & recommend appropriate activities according to the visitors' profiles & the weather forecast & offer appropriate documentation.	Overall spoken interaction Overall listening comprehension	Speaking Listening
5. Respond appropriately to guests' comments, problems & complaints	CAN pick up on the difference between comments (It would have been nice if) problems (I've lost my key), & complaints (the music's too loud) responding appropriately & asking for more detail	Overall spoken interaction Overall listening comprehension	Speaking Listening

ENTERTAINER

VLC 2 – Entertaining

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered in work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics that are familiar. CAN describe events and briefly give reasons and explanations for opinions and plans.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Give information about the entertainments programme	CAN simply but accurately present the entertainments programme, and respond appropriately to enquiries about the activities available.	Addressing audiences Sustained monologue Overall listening comprehension	Speaking Listening
2. Announce changes to the entertainments programme	CAN attract an audience's attention & announce changes to the published programme both orally & in writing with the help of fixed expressions (meal times, eating arrangements, entertainments programme)	Addressing audiences Sustained monologue Overall listening comprehension	Speaking Listening Writing
3. Organise & host children's entertainment & activities	CAN organise & host typical kids club games & activities, explaining the aims & rules simply but clearly for children to understand. CAN respond to requests for clarification & lead the children through the activity.	Addressing audiences Sustained monologue Overall listening comprehension	Speaking Listening
4. Host shows	CAN announce & host a show/act, enthusing & encouraging audience participation with the help of set expressions.	Addressing audiences Sustained monologue Overall listening comprehension	Speaking Listening

ENTERTAINER

Sub Language Competences	Descriptor	CEFRL	Skills
5. Organise & host card & board games, quizzes	CAN organise & host card/board games & quizzes explaining the aims & rules simply & clearly CAN respond to requests for clarification and lead the participants through the activity.	Addressing audiences Sustained monologue Overall listening comprehension	Speaking Listening
6. Organise & host on-site sport & leisure activities	CAN organise & host typical sports & leisure activities, explaining the aims & rules simply but accurately. CAN present equipment used for sports & leisure activities & explain basic safety rules unequivocally.	Addressing audiences Sustained monologue Overall listening comprehension	Speaking Listening
7. Deal with typical emergency situations	CAN understand & respond appropriately to an emergency situation, understanding the vocabulary associated with typical accidents & everyday medical conditions. CAN reassure people. CAN act as an interpreter between two parties if necessary.	addressing audiences Overall listening comprehension	Speaking Listening

IT SUPPORT TECHNICIAN



VLC 1 – Working with written documents within an IT-related environment

B1 level: CAN read straightforward factual texts on job-related subjects with a satisfactory level of comprehension. CAN find and understand relevant information in job-related texts. CAN scan longer texts in order to locate and retrieve desired information from different parts of the text. CAN scan different texts or different parts of a text to fulfil a specific task. CAN read and understand messages on specific technical issues and act or respond accordingly.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Understand technical specifications in order to obtain detailed information	CAN read straightforward factual texts on subjects related to his job with a satisfactory level of comprehension in order to find desired information about specific equipment (motherboard, hub...)	Overall reading comprehension	Reading
2. Use an installation guide or follow an installation procedure	CAN understand clearly written, straightforward instructions in order to find desired information to fulfil specific job-related tasks (troubleshooting, cabling...) CAN understand and follow detailed instructions thoroughly (read me txt, installation procedure...)	Overall reading comprehension Reading instructions	Reading
3. Exploit error or warning messages related to software installation, malfunctioning or faulty equipment	CAN understand clearly written, straightforward instructions such as error messages, warnings or reports	Reading instructions	Reading
4. Analyze a page of web search results in order to find a solution to a technical problem	CAN scan longer texts in order to locate desired information, and gather information from different parts of a text, or from different texts in order to fulfil a specific tasks	Overall reading comprehension Reading for orientation	Reading

IT SUPPORT TECHNICIAN

Sub Language Competences	Descriptor	CEFRL	Skills
5. Search for a solution or explanation to a technical problem on FAQs or forums	<p>CAN scan longer texts in order to locate desired information, and gather information from different parts of a text, or from different texts in order to fulfil a specific task.</p> <p>CAN read for detailed understanding</p>	Reading for orientation	Reading
6. Read through job-related documents in order to keep abreast of the latest developments in the IT field	<p>CAN read straightforward factual texts on subjects related to his job with a satisfactory level of comprehension in order to see what kind of new features and products are being developed or offered (catalogues, magazines, brochures, advertisements)</p>	Overall reading comprehension	Reading
7. Understand information required in on-line forms	<p>CAN read with a satisfactory level of comprehension straightforward factual texts such as specific registration details, questions relating to payment methods in online forms, privacy or return policies, secure payment policy, legal information.</p>	<p>Overall reading comprehension</p> <p>Reading for information</p>	Reading

IT SUPPORT TECHNICIAN

VLC 2 – Writing short messages within the IT sector

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered at work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics, which are familiar or job-related. CAN describe events and briefly give explanations for technical problems.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Write short clear messages describing a technical incident or problem	CAN write simple comprehensible messages giving information related to a technical incident with a reasonable level of precision (describing an incident, installation problems, unpredictable occurrences) CAN write accounts of experience or event in simple connected text (what has been tried..)	Overall written production Reports	Writing
2. Write short clear messages requesting detailed technical information	CAN write simple comprehensible messages asking for information about job-related matters with reasonable precision (questions to manufacturers, suppliers, forums, etc.)	Overall written production Reports	Writing
3. Write short clear messages relating to commercial matters	CAN write simple comprehensible messages conveying or requesting information on commercial matters (orders, delivery times, shipping and conditions of payment, guarantees, estimates...)	Overall written production Reports	Writing
4. Write an appropriate answer to a customer's question or request	CAN rephrase a technical problem to clarify the purpose of the message or the nature of the problem with reasonable precision in order to write an appropriate answer (additional technical information, characteristics of a product) CAN understand messages and mails and respond appropriately	Overall written production Reports	Writing

IT SUPPORT TECHNICIAN

Sub Language Competences	Descriptor	CEFRL	Skills
5. Write a short answer to a question read on a forum	CAN write a short message conveying simple information of immediate relevance, getting across the points he/she feels to be important within a familiar job-related context.	Overall written production	Writing
6. Enter personal identification and complete data entry forms	CAN write short simple messages conveying information of immediate relevance to the job situation (purchasing, discounts or free demos)	Overall written production	Writing

IT SUPPORT TECHNICIAN

VLC 3 – Dealing with job-related matters on the telephone within the IT sector

B1 level: CAN understand the main points of clear standard speech on familiar matters regularly encountered in work. CAN understand simple technical information such as operating instructions. CAN follow detailed descriptions or instructions.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Introduce oneself and specify the purpose of the call	CAN communicate with some confidence on familiar routine matters related to his/her interests and professional fields.	Overall spoken interaction Overall listening comprehension	Speaking Listening
2. Explain a technical problem and/or give accounts of actions already taken	CAN communicate with some confidence and pass on straightforward factual information in order to explain a technical problem.	Goal-oriented co-operation Information exchange Overall listening comprehension	Speaking Listening
3. Understand a technical solution and execute the instructions	CAN understand straightforward factual information about common job-related topics, identifying both general and specific details, provided speech is clearly articulated.	Goal-oriented co-operation Overall listening comprehension	Speaking Listening
4. Ask for clarification	CAN follow what is said though he/she may occasionally have to ask for repetition or clarification if the caller's talk is rapid or extended	Goal-oriented co-operation Information exchange Overall listening comprehension	Speaking Listening
5. Ask and answer questions in order to be able to diagnose malfunctions and advise solutions	CAN explain why something is a problem, discuss what to do next, compare and contrast alternatives. CAN ask clear questions to obtain further information about actions already taken	B1: goal-oriented co-operation	Understanding Speaking

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc



VLC 1 - Greeting & providing first level information at an event

A2 Level: CAN understand sentences and frequently used expressions related to areas of most immediate relevance. CAN communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. CAN describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Welcome visitors to an event, offer help, obtain & provide information using appropriate registers	CAN use fixed expressions to politely greet visitors, offer help, services, or products, provide and obtain information. CAN welcome various groups of visitors to an event in a variety of contexts, using appropriate registers & fixed expressions	Overall spoken production (rehearsed short monologues) Some spoken interaction	Speaking Listening
2. Identify individuals or groups, registers them	CAN formulate simple questions to obtain personal details, ask for and understand spellings to accurately complete a form or lists	Overall spoken interaction	Speaking Listening
3. Hand out relevant material	CAN describe products handed out and use the right register to hand them out and explain what they are or what to do with them	Overall Spoken interaction (short prepared monologues)	Speaking Listening
4. Collect relevant material	CAN ask for specific items to be handed out CAN understand customer's queries	Overall spoken interaction	Speaking Listening

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc

Sub Language Competences	Descriptor	CEFRL	Skills
5. Offer choices to visitors/participants etc	CAN list various options and take note of people's choices if required	Overall oral interaction (mostly prepared monologue) Overall written production	Speaking Listening Writing
6. Present a venue and its facilities	CAN describe a venue and present indoor / outdoor facilities. CAN find the relevant information in literature/brochures etc	Overall oral production (mostly prepared monologue) Reading for information	Speaking Listening Reading
7. Understand inside and outside directional signs and written instructions	CAN inform themselves of locations and essential public information to pass on	Reading for information Overall oral production	Reading Speaking Listening
8. Give visitors directions inside & outside (using plans or maps if necessary)	CAN give simple indications to help visitors locate various facilities or venues, both inside a building and outside. CAN respond to requests for detailed directions to and from the establishment, within the building/s and outside in the grounds using plans or maps. CAN give directions to venues and locations of meetings, activities and/or local facilities	Overall oral production Overall spoken interaction Reading for information	Speaking Listening Possibly reading

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc

Sub Language Competences	Descriptor	CEFRL	Skills
9. Give basic information concerning dates & times	CAN use dates & times to provide basic information such as times and/or dates of events or activities. CAN find information in programmes, brochures and listings	Overall spoken interaction Reading short relevant material for information	Listening Speaking Reading
10. Give first-level information about different activities available	CAN understand clearly expressed basic enquiries about activities (sports & leisure activities, specific events in the programme, locations) and reply in simple terms.	Spoken interaction Reading for information	Listening Speaking Reading
11. Answer visitors' queries, deal with requests and special needs	CAN understand and respond to requests from people with special needs CAN explain how to operate some basic equipment or with registration, checking-in machines, luggage, prams & pushchairs, children etc	Spoken interaction Reading for information (basic instructions)	Listening Speaking Possibly reading
12. Sell programmes, brochures, tickets, raffle tickets	CAN describe product, give prices and handle payment CAN explain simply purpose or prizes of raffles, draws etc	Overall Spoken production (mostly prepared monologue) Possibly some spoken interaction	Listening Speaking
13. Offer congratulations, wishes etc	CAN use right register and phrasing	Overall spoken production (rehearsed set phrases)	Listening Speaking
14. Explain the weather forecast & recommend actions adapted to the situation	CAN simply explain the essentials of the day's weather forecast and its bearing on activities	Overall oral production Overall spoken interaction Reading for information	Speaking Listening Reading

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc

VLC 2 – basic guidance/control of individuals, groups or crowds at events

A2 Level: CAN understand sentences and frequently used expressions related to areas of most immediate relevance. CAN communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. CAN describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.

Sub Language Competences	Descriptor	CEFR	Skills
1. Check credentials/identity etc	CAN request people to show badges, membership cards, tickets etc	Spoken production Overall listening comprehension	Speaking Listening
2. Tell visitors what to do or not to do	CAN give clear and precise instructions to be followed using a register appropriate to the situation CAN explain simple rules or decisions	Spoken production (making simple rehearsed announcements)	Speaking
3. Manage queues and waiting lines	CAN explain situations, systems or delays in an appropriate register CAN understand orders from supervisors and/or questions from customers	Overall oral production, some spoken interaction possible Addressing audiences Overall listening comprehension	Speaking Listening
4. Direct people to the right place, venue	CAN describe specific arrangements, facilities, change of plans etc in simple terms CAN look after special guests/participants or people with very special needs	Overall oral production Some spoken interaction Overall listening comprehension	Listening (walkie-talkie) Speaking
5. Make public announcements	CAN deliver very short rehearsed announcements of predictable content	Overall oral production Overall listening comprehension	Speaking Listening

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc

Sub Language Competences	Descriptor	CEFRL	Skills
6. Communicate with colleagues by phone/radio	CAN understand orders or tasks given by superiors or co-workers and/or ask for clarification CAN describe situation, express opinion, ask for assistance etc in routine situations	Overall spoken interaction Overall listening comprehension	Speaking Listening
7. Provide assistance for disabled people or people with special needs	CAN understand predictable requests for help and offer relevant assistance to people in need of it	Overall spoken interaction Overall listening comprehension	Listening Speaking

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc

VLC 3 - Advising visitors at events

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered in work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics that are familiar. CAN describe events and briefly give reasons and explanations for opinions and plans.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Advise visitors of on-site facilities/events including their description and whereabouts	<p>CAN inform visitors of items, activities, attractions or facilities typically available on a site or at an event using simple language and help people understand them and/or locate them</p> <p>CAN describe activities available & explain any conditions that may apply in simple terms</p>	<p>Spoken interaction</p> <p>Overall listening comprehension</p> <p>Reading for information</p>	<p>Listening</p> <p>Speaking</p> <p>Possible reading</p>
2. Provide requested information using relevant documents	<p>CAN understand quickly requested information or clarify it</p> <p>CAN quickly scan documents and provide requested information including dates, times & prices</p> <p>CAN make recommendations if requested</p> <p>CAN demonstrate some knowledge/understanding of the type of event concerned</p>	<p>Reading for information</p> <p>Overall spoken interaction</p> <p>Overall oral production</p> <p>Overall listening comprehension</p>	<p>Listening</p> <p>Speaking</p> <p>Reading</p>
3. Offer & explain documentation or other products/services	<p>CAN offer & present basic documentation and make recommendations or give advice</p> <p>CAN offer incentives, rewards, bonus packages, special offers etc</p>	<p>Overall oral production</p> <p>Overall spoken interaction</p>	<p>Speaking</p> <p>Listening</p>

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc

4. Advise visitors of appropriate means of transport or other options	CAN describe different modes of transport or other options simply & advise visitors of the best choice for them	Overall oral production, Spoken interaction	Speaking Listening
5. Present an itinerary/time-table/programme	CAN explain a course of action, time-table or itinerary and give advice about it	Overall oral production, Spoken interaction	Speaking Listening
6. Direct people with special queries to the right person/place	CAN use initiative in less routine situations to direct people to the relevant person/place to deal with specific queries CAN use equipment to contact other staff/colleagues etc to find out if they can help or who can	Spoken interaction Some reading for information possible	Speaking Listening Reading
7. Manage expectations	CAN explain to people what is happening, has happened or will happen and converse with them to discuss issues and give advice on a course of action CAN deal with unexpected or less predictable situations	Spoken interaction Overall listening comprehension	Listening Speaking
8. Inform about procedures	CAN explain how, where, when to obtain items or information CAN explain procedures	Spoken interaction Possibly reading	Listening Speaking Reading
9. Explain rules linked with equipment	CAN explain basic rules concerning relevant equipment/venue	Reading instructions Spoken production	Speaking Reading

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc

VLC 4 - dealing with special issues/problems at events

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered in work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics that are familiar. CAN describe events and briefly give reasons and explanations for opinions and plans.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Deal with routine/expected complaints	CAN give standard explanations, answers to regular complaints from the public	Spoken interaction Overall listening comprehension	Listening Speaking
2. Identify and/or acknowledge problems/issues/mistakes	CAN understand people's complaints (verbal) or ask for clarification CAN spot errors on written documents	Spoken interaction Overall listening comprehension Reading	Listening Speaking Reading
3. Deal quickly with complaints	CAN explain problems and discuss solutions or outcomes and present alternatives CAN explain procedures CAN discuss issues with colleagues, supervisors, other agencies (face to face or on telephone etc) CAN fill in complaint forms	Spoken interaction Overall listening comprehension Overall written production	Speaking face to face Speaking on the telephone etc Writing (possibly messages - reports/forms)
4. Apologise	CAN use correct idioms and register and make formal apologies	Overall oral production – mostly set phrases	Speaking
5. Deal with service failure	CAN report failures/explain problem to customer/colleagues etc	Overall oral production	Speaking

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc

Sub Language Competences	Descriptor	CEFRL	Skills
6. Deal with health & safety regulations	CAN understand and follow instructions/procedures CAN give appropriate instructions CAN explain relevant procedures if necessary	Reading instructions Listening comprehension Spoken production	Listening Reading Speaking
7. Lost property/persons	CAN understand problems and respond appropriately CAN find out information (descriptions – times – places) CAN explain action to take and reassure people	Overall spoken interaction	Speaking Listening
8. Deal with awkward, abusive, intoxicated or irrational customers (“nutters”)	CAN give clear, assertive, polite information and/or instructions CAN use calming language CAN communicate with relevant people/agencies (supervisors, police, security)	Overall oral production Spoken interaction	Speaking Listening
9. Deal with impatient people/calm crowds	As above, plus : CAN understand customers’ complaints or ask for clarification CAN make standard announcements	Mostly spoken production Overall listening comprehension	Listening Speaking
10. Deal with worried or distressed people	CAN identify problem and respond appropriately – may have to make unprepared but simple public announcements CAN reassure people CAN request relevant help/services if necessary	Overall listening comprehension Spoken interaction Overall oral production	Listening Speaking
11. Make announcements	CAN read announcements clearly CAN make simple unscripted announcements if necessary	Reading information Spoken production – making announcements	Speaking Reading

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc

Sub Language Competences	Descriptor	CEFRL	Skills
12. Deal with journalists, photographers, management, directors, participants, important visitors etc	CAN give simple information, directions etc. under pressure and using the right register	Spoken interaction Overall listening comprehension	Listening Speaking
13. Deal with unexpected guests/visitors, gate-crashers, intruders, threats etc	CAN assess the nature of the problem quickly CAN respond simply but effectively to aggressive attitudes with the right register CAN quickly call for relevant help	Spoken interaction Overall listening comprehension	Listening Speaking
14. Deal with evacuations	CAN understand codes for evacuation CAN guide crowds to assembly points	Listening to announcements and instructions Spoken production – mostly rehearsed phrases	Listening Speaking
15. Deal with medical needs/emergencies	CAN identify the problem quickly CAN reassure/make customer comfortable CAN contact relevant services (1st aid, ambulance etc)	Spoken interaction – including use of technical devices	Listening Speaking
16. Deal with alarms or alerts and crisis management (accidents, fires, explosions etc)	CAN understand messages and codes quickly and without clarification CAN give quick and clear instructions CAN explain situation/procedures	Listening to announcements and instructions Spoken production – rehearsed phrases mostly	Speaking Listening
17. Communications with colleagues, supervisors, other agencies, police etc	CAN explain situation in simple terms but quickly and clearly CAN explain what has been done to solve immediate emergency CAN mediate at a simple level between people/parties	Spoken interaction including simple translation	Speaking Listening Translating

Jobs in customer care (front-line staff: hosts, receptionists, ushers, marshals, ground staff, etc) at international events, conferences, festivals, ceremonies etc

VLC 5 -: complying with the job requirements

B1 level: CAN understand the main points of clear standard input on familiar matters regularly encountered in work. CAN deal with most situations likely to arise whilst working with people in the target language. CAN produce simple connected texts on topics that are familiar. CAN describe events and briefly give reasons and explanations for opinions and plans.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Understand tasks and responsibilities	CAN understand hierarchy and place of people in the organisation CAN understand briefs and internal communications CAN communicate with colleagues, supervisors etc	Reading for information Overall listening comprehension Spoken interaction	Reading Listening Speaking
2. Understanding general rules and procedures	CAN understand lists of rules or procedures CAN understand verbal instructions concerning rules and procedures	Reading instructions Overall listening comprehension	Reading Listening
3. Understand who is who	CAN understand information about VIPs, special guests, sponsors etc CAN use right register, conventions to address people	Reading for information Overall listening comprehension Spoken production – mostly rehearsed phrases	Listening Speaking Reading
4. Understand verbal and written safety rules and instructions	CAN understand safety instructions, training manuals and verbal instructions	Reading instructions Overall listening comprehension	Reading Listening
5. Understand instructions to operate some equipment	CAN understand instructions for use, training manuals or verbal training	Reading instructions Overall listening comprehension	Reading Listening
6. Understand instructions and procedures in case of emergencies	CAN understand and relay codes messages CAN understand instructions or orders	Overall listening comprehension – mostly prepared messages Reading instructions	Reading Listening

WAREHOUSE TECHNICIAN



A1 level: CAN understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. CAN introduce him/herself to a deliverer. CAN interact in a simple way provided the deliverer talks slowly and clearly and is prepared to help.

VLC 1 – Welcoming deliverers

Sub Language Competences	Descriptor	CEFRL	Skills
1. Greet and welcome deliverers	CAN produce simple mainly isolated phrases (greeting people)	Overall spoken interaction	Speaking Listening
2. Offer help to deliverers	CAN produce simple mainly isolated phrases (offering help) CAN understand questions addressed carefully and slowly	Overall spoken interaction	Speaking Listening
3. Take leave of deliverers	CAN produce simple mainly isolated phrases (taking one's leave)	Overall spoken interaction	Speaking Listening

WAREHOUSE TECHNICIAN

VLC 2 – Handling information

Sub Language Competences	Descriptor	CEFRL	Skills
1. Understand information from deliverers	CAN understand questions and information addressed carefully and slowly	Information exchange	Speaking Listening
2. Give information to deliverers	CAN initiate and respond to simple questions/statements in areas of immediate need	Information exchange	Speaking Listening
3. Understand technical literature in transport documents	CAN understand clearly written, straightforward instructions in his/her field	Reading instructions	Reading

WAREHOUSE TECHNICIAN

VLC 3 – Handling instructions

Sub Language Competences	Descriptor	CEFRL NVQ levels	Skills
1. Give instructions to deliverers	CAN initiate and respond to simple questions/statements in areas of immediate need CAN handle numbers, quantities and time	Information exchange Transactions to obtain goods and services	Speaking Listening
2. Understand instructions from deliverers	CAN understand instructions addressed carefully and slowly	Information exchange	Listening

RESTAURANT WAITER WAITRESS



VLC 1 – TAKING A RESERVATION

A2 Level: Can understand sentences and frequently used expressions related to areas of most immediate relevance. Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters of immediate need.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Greet the client	CAN greet a client in simple but polite terms taking into account the modes of communication used (telephone/face to face) and the time of the day.	Overall oral production Overall listening comprehension	Listening Speaking
2. Communicate on the telephone	CAN follow a simple telephone communication using the adequate expressions	Overall oral production Overall listening comprehension	Listening Speaking
3 Take the reservation	CAN ask the reservation details and check availability. Propose alternative options if necessary and fill in the form with all the necessary information (date, hour, number of persons...) without any mistake.	Overall oral production Overall listening comprehension Overall written production	Listening Speaking Writing
4. Give information concerning the restaurant	CAN understand information requests concerning the restaurant (opening hours, location, facilities, equipment, prices, etc), and react to them in simple terms, and give accurate information.	Overall oral production Overall listening comprehension	Listening Speaking

RESTAURANT WAITER WAITRESS

VLC 2 – WELCOMING A CUSTOMER

A2 Level: Can understand sentences and frequently used expressions related to areas of most immediate relevance. Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters of immediate need.

Sub Language Competences	Descriptor	CEFR	Skills
1. Welcome customers	<p>CAN welcome the customers, check the reservation, and take the customers to their table always using polite set expressions.</p> <p>CAN understand and react to clients' requests concerning the table and its location (inside/outside, smoking/non-smoking, shape and size of table...)</p> <p>CAN understand clients' requests relative to the cloakroom and answer them, using simple language. Take the client to his/her table using simple, set expressions</p>	<p>Overall oral production</p> <p>Overall listening comprehension</p>	<p>Listening</p> <p>Speaking</p>
3. Deal with special situations	<p>CAN express difficulty understanding,</p> <p>CAN ask to repeat,</p> <p>CAN apologize.</p> <p>CAN answer questions</p>	<p>Overall oral production (mostly set expressions)</p> <p>Overall listening comprehension</p>	<p>Listening</p> <p>Speaking</p>

RESTAURANT WAITER WAITRESS

VLC 3 –TAKING THE ORDER

A2 Level: Can understand sentences and frequently used expressions related to areas of most immediate relevance. Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters of immediate need.

Sub Language Competences	Descriptor	CEFR	Skills
1. Present the « a la carte » menu and other menus	CAN present the set menus and other menus with the help of set expressions.	Overall oral production (mostly set expressions) Overall listening comprehension	Listening Speaking
2. Help the customer with the menu	CAN understand the clients' questions concerning the different options (carte, menu, prices and modes of payment) and CAN answer them in simple words but clearly. CAN inform the customer about what is available and what is not, using set expressions. CAN suggest alternative choices. CAN guide a client and make suggestions about choices using simple words and set expressions. CAN understand and respond to the clients' specific needs (relative to food or not).	Overall oral production (mostly set expressions) Overall listening comprehension	Listening Speaking

RESTAURANT WAITER WAITRESS

Sub Language Competences	Descriptor	CEFRL	Skills
3. Describe a dish, its ingredients, its recipe	CAN describe a dish using simple words. CAN name the main ingredients of a dish and describe its preparation using simple words and structures.	Overall oral production (mostly set expressions) Overall listening comprehension	Speaking Listening
4. Reformulate, summarize, check the order	CAN confirm or reformulate the information given by the client.	Overall oral production (mostly set expressions) Overall listening comprehension	Listening Speaking
5. Write down the order	CAN understand a client's order and write it down without any error.	Overall listening comprehension Spoken interaction	Listening Speaking

RESTAURANT WAITER WAITRESS

VLC4 – SERVING THE CUSTOMER

A2 Level: Can understand sentences and frequently used expressions related to areas of most immediate relevance. Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters of immediate need.

Sub Language Competences	Descriptor	CEFR	Skills
1. Respond to customer's requests	CAN understand and reply to all the questions that the customer asks regarding the service.	Overall spoken interaction Overall listening comprehension	Listening Speaking
2. Inform the customer of important aspects of service	CAN highlight the key security points (beware of the hot plate) and other important issues.	Overall oral production (mostly set phrases) Overall listening comprehension	Listening Speaking

RESTAURANT WAITER WAITRESS

VLC5 – PRESENTING THE BILL

A2 Level: Can understand sentences and frequently used expressions related to areas of most immediate relevance. Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters of immediate need.

Sub Language Competences	Descriptor	CEFRL	Skills
1. Present the bill	CAN present the bill and explain the different items if necessary using simple and mostly set expressions CAN answer questions regarding methods of payment	Overall oral production (mostly set phrases) Overall listening comprehension	Speaking Listening

RESTAURANT WAITER WAITRESS

VLC6– SAYING GOOD BYE TO THE CUSTOMER

A2 Level: Can understand sentences and frequently used expressions related to areas of most immediate relevance. Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters of immediate need.

Sub Language Competences	Descriptor	CEFR	Skills
1. Check customer's satisfaction	CAN ask simple questions to the customer checking his/her satisfaction. CAN show interest for the opinion of the customers about the service. CAN express wishes to see them again using simple phrases and set expressions.	Overall oral production (mostly set phrases) Overall listening comprehension	Speaking Listening
2. Bring the customer to the door and help her/ him with the cloakroom and car/taxi	CAN bring the customer to the door using set expressions CAN ask for the cloakroom token & get the customers' belongings using simple phrases. CAN ask if the customer requires a taxi or if she/he has a car using simple phrases.	Overall oral production (mostly set phrases) Overall listening comprehension	Speaking Listening

RESTAURANT WAITER WAITRESS

VLC7 – SERVING AT THE BAR

A2 Level: Can understand sentences and frequently used expressions related to areas of most immediate relevance. Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters of immediate need.

Sub Language Competences	Descriptor	CEFR	Skills
1. Take the customer's order	CAN advise and guide the customer using simple phrases CAN make suggestions using simple phrases CAN present the drink list if necessary using set expressions	Overall oral production (mostly set phrases) Overall listening comprehension	Listening Speaking
2. Present the bill	CAN present the bill using set expressions CAN explain the different items on the bill if necessary	Overall oral production (mostly set phrases) Overall listening comprehension	Listening Speaking