



Balogh Józsefné

Kapcsolattartás idegen nyelven

NSZFI
NEMZETI SZAKKÉPZÉSI
ÉS FELNŐTTKÉPZÉSI INTÉZET

A követelménymodul megnevezése:

Közlekedésüzemvitel általános előírásainak alkalmazása

A követelménymodul száma: 0663-06 A tartalomelem azonosító száma és célcsoportja: SzT-a13-50



TICKET INSPECTOR AND PASSENGER HOW TO COMMUNICATE IN A POLITE WAY?

ESETFELVETÉS– MUNKAHELYZET

How can a ticket inspector ask the passengers to show their ticket and present their other documents entitling them for the concession?

SZAKMAI INFORMÁCIÓTARTALOM

Ticket inspector: Tickets please.

Passenger: Here you are.

Ti: Can I have your supplementary ticket Madam?

P: Unfortunately I don't have it.

Ti: I'm sorry you are not allowed to travel without a ticket like that on an IC train.

P: Oh, yes. But I got stuck in the traffic jam and didn't have any time to buy it.

Ti: I'm afraid you have to pay a fine.

P: How much is that?

Ti: The fine is HUF 500 plus HUF 400 for the ticket. That's HUF 900 altogether.

P: Take it.

Ti: Thank you Madam.

Wordlist

| | |
|----------------------------|--|
| supplementary ticket | póttjegy, kiegészítő jegy |
| be allowed to do something | megengedett, engedélyezett valamit tenni |
| get stuck | elakad |
| traffic jam | közlekedési dugó |
| to pay a fine | büntetést fizet |
| request | kérés, óhaj |
| to make a request | óhajt valamit |
| chart | táblázat |
| to offer something | felajánl valamit |
| permission | engedély |
| to feel rather poorly | nagyon rosszul érzi magát |
| photocopier | fénymásoló |
| be out of order | nem működik |
| to accept | elfogad |
| lid | fedél, fedő |
| jammed paper | elakadt papír |
| to take out something | kivesz valamit valahonnan |
| to agree | egyetért |
| colleague | munkatárs |
| a sheet of paper | egy darab papír |
| be crumpled | gyűrött |

TANULÁSIRÁNYÍTÓ

Task 1.

Read the conversation above and collect the expressions the ticket inspector uses to make a request.



Task 2.

Complete the chart with the phrases below.

1.

Could you please... ?

Yes, certainly.

I'm afraid not because

2.

Shall I ... ?

Oh, yes, please.

No, don't worry. I can manage it.

3.

Please could you ... ?

All right.

I'm sorry, I can't because ...

4

Do you mind if I ... ?

Go ahead.

I'm afraid you can't do that because ...

5.

Would you like me to ... ?
That's very kind of you.

6

Would you mind if I ... ?
No, of course not.

7

Will you ... ?
Yes, of course.

| Offering to do sth | Making a request | Asking permission |
|--------------------|------------------|-------------------|
| | | |

Answers:

Task 1.

please

can I have

I'm sorry

I'm afraid

Task 2.

Offering to do: 2, 5

Making a request: 1, 3, 7

Asking permission: 4, 6

MUNKANYAG

ÖNELLENŐRZŐ FELADATOK

Task 1.

Read the mini-situations and write the conversations to role-play them.

A

You and your partner are working in the same office. Tell him/her what your problem is and ask for help.

1. You want to make a private phone call.
2. You are feeling very hot.
3. You are feeling unwell – maybe you should go home.

1 _____

2 _____

3 _____

B

You and your partner are working in the same office. Reply to him/her. Offer to help if you feel like helping.

Task 2.

Read the clues below and write the conversation.

A: Greet your partner.

B: Say hello. Ask if he/she has a problem.

A: The photocopier is out of order (got stuck).

B: Offer to help.

A: Accept it.

B: Explain what you are doing. (Lift the lid, take out the jammed paper.)

A: Thank him/her.

B: Ask if you can make two copies first.

A: Agree.

B: Say you're finished and wish your colleague good bye.

A: Say thanks and good bye.

Blank writing area with horizontal lines.

MUNKKANYAG

MEGOLDÁSOK

Task 1.

1

A: Excuse me. Do you mind if I make a private phone call?

B: Go ahead. Shall I give you my mobile?

A: That's very kind of you.

2

A: I'm feeling very hot. Would you mind If I opened the window?

B: No, of course not.

3

A: I'm feeling rather poorly. I think I should go home.

B: Shall I give you a lift?

A: Oh, yes please.

Task 2.

T: Hello Mary.

M: Hi Tom. Is there something wrong with it?

T: Yes. I think there is a paper jam in the photocopier.

M: Would you like me to help you?

T: Oh, yes.

M: Let's see. I'll just lift the lid. Oh, yeah, the paper is jammed. I'll get the crumpled sheet out. There we are. If we close the lid it should be OK.

T: Thanks a lot. I've got masses of copies to make.

M: Oh, would you mind if I made two copies first?

T: No, of course not.

M: Great. One, two. All done. Good luck Tom.

T: Thanks for fixing it. See you.

MAKING CONTACT WITHIN A COMPANY PERFORMANCE APPRAISAL

ESETFELVETÉS– MUNKAHELYZET

How can a manager make the employee focus on his/her performance?

SZAKMAI INFORMÁCIÓTARTALOM

Agnes Sanders: Right, Michael you know what the aim of this performance appraisal is. We would like to look how you're doing. So what is your assessment? How are you getting on?

Michael Torton: I'm enjoying the work here.

AS: I'm glad to hear that, Is there anything you're especially pleased with?

MT: It is great to work in a team.

AS: Yes, your results are good. And are there any aspects of the job where you think there is room for improvement?

MT: Well, I'm still having some difficulties with my time management.

AS: Why do you think that is?

MT: I'm a bit too optimistic about how much I can do in a day.

AS: OK. So what are you going to do about that?

MT: I'm going to deal with the things that are really important and I'm going to set myself more realistic deadlines.

AS: Good, that sounds sensible.

MT: And I'm, doing a time management course next month.

AS: Great. I think that will be useful.

Wordlist

| | |
|-----------------------------------|-------------------------------|
| aim | cél |
| performance | előadás, teljesítmény |
| performance appraisal | teljesítmény értékelés |
| assessment | értékelés |
| get on | boldogul |
| be pleased with something/someone | elégedett valamivel/valakivel |
| aspect | nézőpont, szempont |
| to improve | fejlődik, javul |
| improvement | fejlődés |
| time management | időbeosztás |
| deadline | határidő |
| to deal with something | valamivel foglalkozik |
| sensible | értelmes, okos |
| objective | cél |
| action points | ütemterv |
| to set a target | kitűzni egy célt |
| to meet an objective | elérni egy célt |
| value | érték |
| career consultant | pályaválasztási tanácsadó |
| factor | tényező |
| to consider | tekintetbe vesz |

TANULÁSIRÁNYÍTÓ

Task 1.

Read Michael Torton's performance appraisal with his line manager Agnes Sanders and answer the questions.

1. What do they discuss?

2. What is Michael's opinion about his performance in the past six months?

3. Are there any areas where he needs to improve?

4. How does he want to improve?

Task 2.

Match the words/expressions with the definitions.

1. to improve
2. to perform
3. appraisal
4. to assess
5. management
6. deadline
7. objective

- A to decide or fix the value of something
- B an opinion or judgement of how good, valuable a person or thing is
- C (to cause a person, condition) to become better
- D to carry out, do a piece of work something one is ordered or has promised to do
- E an aim, purpose
- F skillful treatment or handling
- G a date fixed for completing a task

Answers:

Task 1.

1. His performance since the last meeting and set targets for the next meeting in six months time.
2. He is getting on well and particularly pleased with working in a team.
3. Yes, time management.
4. He is doing a time management course next month.

Task 2.

1. C
2. D
3. B
4. A
5. F
6. G
7. E

ÖNELLENŐRZŐ FELADATOK

Task 1.

Read about 3 people who have a different objective. They write a list of action points to meet their objective. Decide which points belong to which person.

Objectives:

Kate: spend more time on learning Spanish

Ron: get a new job

Chris: buy a new computer because I want to work from home

Action points:

1. read advertisements every day
2. talk to a career consultant
3. focus on factors considered when choosing a job
4. search for jobs and companies match my values
5. decide exactly what I need
6. not to take work home
7. talk to people who have different kinds of computers
8. get up earlier
9. leave work earlier

Kate: _____

Ron: _____

Chris: _____

Task 2.

Write sentences to describe Kate, Ron and Chris' intentions.

Example:

Chris is going to read advertisements every day.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

Task 3.

Think of two objectives which are important to you and write an action plan to reach each objective.

Objective One: _____

Action plan: _____

Objective Two: _____

Action plan: _____

MEGOLDÁSOK

Task 1.

Kate: 6, 8, 9

Ron: 2, 3, 4

Chris: 5, 7, 1

MUNKANYAG

BUSINESS COMMUNICATION WRITING MEMORANDUM REPORTS

ESETFELVETÉS–MUNKAHELYZET

What can the leadership of a company do if they realise that they are not achieving their goals effectively?

SZAKMAI INFORMÁCIÓTARTALOM

Dolphin Swimming Pool

MEMO

To: The Management Committee

From: David Fitch, Personnel

Date: 20 August 2010

Subject: **Customers' response to installing "self-service" machines**

Introduction:

The Management Committee decided to close the cafeteria at the swimming pool last April. As a result "self-service" machines were installed in May. This report summarizes our customers response to the change.

Customers' response to "self-service" machines

At the end of June I asked 200 regular users of the swimming pool to fill in a questionnaire.

The majority of our customers are unhappy with the new "self-service" machines and 85% of them would like to use full cafeteria services.

Conclusion

The pool's budget is set for this year, but because so many people are unhappy with the "self-service" machines, I think we should make some changes in the new financial year.

Recommendations

We should take our customers' complaints seriously if we don't want to lose them.

We should think about restoring the full cafeteria service.

We should give our customers information about our plans for the next financial year.

Wordlist

| | |
|----------------------|---------------------|
| leadership | vezetés |
| to achieve sth | elér valamit |
| goal | szándék, cél |
| effectively | hatékonyan |
| Personnel Department | Személyzeti Osztály |
| response | válasz |
| to install | beszerel, beállít |
| to summarize | összegez |
| questionnaire | kérdőív |
| to restore | visszaállít |
| budget | költségvetés |
| financial | pénzügyi |
| to recommend | javasol, ajánl |
| purpose | cél |
| analysis | elemzés |
| respect | tisztelet |
| petrol consumption | üzemanyagfogyasztás |
| safety | biztonság |
| to ensure | biztosít |
| car manufacturer | autógyártó |

| | |
|------------------------|-----------------------------|
| car dealer | autóforgalmazó, -kereskedő |
| to provide sy with sth | ellát valakit valamivel |
| to validate | érvényesít |
| be satisfied | elégedett |
| necessary | szükséges |
| to reduce | csökkent |
| advertising campaign | reklámhadjárat |
| good manner | helyes, udvarias viselkedés |
| Customer Service | vevőszolgálat |
| Managing Director | ügyvezető igazgató |
| in addition | ráadásul |
| be packed full | zsúfolt, tömött |
| regularly | rendszeresen |

TANULÁSIRÁNYÍTÓ

Task 1.

Read the memorandum report above and answer the questions.

1. When do you think memorandum reports are used?

2. What do you think is the difference between a formal report and a memorandum report?

3. Who is a memorandum report usually requested by?

4. What does the writer of the memorandum report have to do?

5. What is the memorandum report above about?

6. What does the standard memo heading contain?

7. What should the **introduction** explain?

8. What does the **main body** examine?

9. What does the **conclusion** summarize?

10. What does the **recommendation** tell the reader?

11. What are the characteristic features of memorandum reports?

12. What is in the centre of attention when you write a memorandum report?

13. What are the steps of making a memorandum report?

Answers:

1. When the information is simple and straight forward.
2. Formal reports can be very long, complex documents, memorandum reports are shorter ones.
3. By a person in authority when the company realize that they are not achieving their goals effectively, there is a kind of problem to deal with.
4. The writer responds giving information or answers to specific issues or problems.
5. A company's catering problems.
6. To, From, Date, Subject
7. What the report is about.
8. The issues or problem in detail and describes how the writer collected his/her information.
9. The main points of the report.
10. What steps to take next to solve the problem.
11. They should be well-structured and easy to read.
12. Troubleshooting
13. Focus on the problem
 - Get information
 - Make recommendations
 - Write the memorandum report

ÖNELLENŐRZŐ FELADATOK

Task 1.

Use these notes to complete the memorandum report.

Purpose of the analysis/Problem:

- women buy four out of every ten new cars sold in Britain
- the proportion of female customers will continue to increase in the next decade
- car manufacturers don't think about female customers
- car dealers use hard-sell approach

Situation:

Ford Motor Company has set up a female "spy" team to visit dealers and make sure they treat women car buyers seriously and respect.

Then Women's Marketing panel have made interviews with female customers to ask about their needs and use the information in the vehicle appraisal programme.

Reports are then fed back to senior management to make recommendations.

Car dealers use hard-sell approach and don't take female customers seriously. Female customers miss children's car seats and fit in car phones in the new cars.

Conclusion:

If we don't ensure that our products and the service meet the needs of female customers we will lose them.

Recommendations:

Ask car dealers to use soft-sell approach.

Fit in children's car seats and mobile phones as standard in the new cars.

Provide more product info in adverts such as: petrol consumption and safety features.

MEMO

To: Senior Manager

From: Marketing Manager

Date: 15 Jan 2010

Subject: **Car manufacturers don't think about female customers and dealers use hard-sell approach**

Introduction

Although women buy(1) new cars sold in Britain car(2) female customers and car dealers use(3). This report describes the situation and makes(4) for future plans.

Situation

Ford(5) has set up a female "spy" team to visit dealers and make sure they treat women car buyers(6).

The(7) have made interviews with female customers to(8) and use the information in the(9) programme.

Car dealers use hard-sell approach and don't take female customers seriously. Our customers miss(10) in the new cars.

Conclusion

Reports have been fed back to help us make(11) If we don't ensure that our products and(12) meet the needs of female customers we will lose them.

Recommendations

We(13) provide more product information in advertisements such as: petrol consumption and safety features.

Car dealers should(14) .

Children's car seats and fit in mobile phones(15) as standard in the new cars.

Task 2.

Use the notes below to write the memorandum report

Purpose of analysis/Problem

A lot of people cheat, don't validate tickets on the means of public transport in Budapest.

Situation

2000 people asked to fill in questionnaire about the problem in August

Majority of people not satisfied with the service: vehicles packed full and dirty, tickets expensive.

Solution

BKV Zrt's budget set for this year but many people unhappy with the service and find the price of tickets too high so making changes necessary in the new financial year.

Recommendation

Reduce ticket prices 10% passes 20%

Buy new vehicles

Make advertising campaign to inform passengers about our plans for the next financial year, get them to use the public transport in Budapest.

Special training course for ticket inspectors to learn good manners.

MEGOLDÁSOK

Task 1.

1. four out of every ten
2. manufacturers don't think about
3. hard-sell approach
4. recommendations
5. Motor Company
6. seriously and respect
7. Women's Marketing panel
8. ask about their needs
9. vehicle appraisal
10. children's car seats and fit in car phones
11. recommendations
12. the service
13. should
14. use soft-sell approach
15. should be available

Task 2.

BKV Zrt.

MEMO

To: Managing Director

From: Customer Service Manager

Date: 20 October 2010

Subject: **Customers' response to increasing ticket prices regularly .**

Introduction

The Management Committee has been rising the prices of tickets regularly. As a result more and more people cheat don't validate tickets on buses, trams, trolleybuses, metro and local trains. Consequently we have poor financial results. This report summarizes our customers' response to the situation.

Situation

In August 2000 passengers were asked to fill in a questionnaire about BKV Zrt's problem. The majority of our passengers are very unhappy with the regular price-rise of tickets. They say that Budapest's public transport is one of the most expensive ones in Europe. In addition the vehicles are old fashioned not too clear and they are always packed full. They would like our company to change its policy.

Conclusion

BKV Zrt's budget is set for this year but many people are unhappy with the service and find the ticket prices too high so it is necessary for us to make changes in the new financial year if we want to avoid a dramatic fall in 2011.

Recommendations

We should reduce the prices of tickets by 10% and the prices of passes by 20%.

We should modernize our fleet.

We should make an advertising campaign to inform our passengers about our plans for the next financial year and to get more people to use the means of public transport instead of their cars in the capital city.

We should organize special training courses for our ticket inspectors to teach them how to behave in a polite way.

MAKING APPOINTMENTS AND MEETINGS CHANGING APPOINTMENTS

ESETFELVETÉS– MUNKAHELYZET

How can you arrange an appointment or meeting?

Blank writing area with five horizontal lines for notes.

SZAKMAI INFORMÁCIÓTARTALOM

Tim Barnes: Good morning, Jane.

Jane: Good morning Tim. Can I just go through the diary with you for the week?

Tim: Sure.

Jane: Let's see...the report for Mr Morris is due on Tuesday. And he wants it by 4:30.

Tim: OK 4:30. I don't have much time to work on it.

Jane: You're free from 9 to 11. That should be enough time.

Tim: Fine... What's happening at 11?

Jane: You're meeting Mr Tilton.

Tim: Oh, yes. And ... I meant to tell you that I've arranged to have lunch with Ms Bent at 12:30.

Jane: Oh!

Tim: Can you book us a table ?

Jane: Yes, of course. Is the Hilton OK?

Tim: Yes, perfect. After lunch I may have more time to work on the report.

Jane: Right. But it is Tuesday today and the brainstorming meeting with the Marketing staff is from 2 to 3:30.

Tim: Oh no. I have to cancel the lunch with Ms Bent.

Jane: Would you like to postpone it to Wednesday?

Tim: Sure. Let's stop going through the diary. I'll do it tomorrow.

Jane: OK Tim.

Wordlist

| | |
|---------------------------|-------------------------|
| to make an appointment | időpontot kér |
| to arrange an appointment | időpontot egyeztet |
| to book a table | asztalt foglal |
| brainstroming meeting | ötletbörze |
| staff | személyzet |
| to cancel | töröl |
| to postpone | elhalaszt |
| diary | határidőnapló |
| to bring sth forward | előrehoz |
| cell phone | mobiltelefon |
| contact number | elérhetőség (szám) |
| convenient | megfelelő |
| be available | elérhető |
| schedule | menetrend, időbeosztás |
| to rearrange | átütemez, átrendez |
| hopefully | remélhetőleg |
| to confirm | megerősít, visszaigazol |
| a voice-mail message | hangposta |

TANULÁSIRÁNYÍTÓ

Task 1.

Read the conversation above and answer the questions.

1. How can you change the time of an appointment?

2. What does bring it forward mean?

3. What does postpone mean?

4. What does cancel mean?

Task 2.

Collect expressions you can use when you want to postpone your appointment with somebody.

Answers:

Task 1.

1. You can bring it forward, postpone and cancel.
2. You want to have it at an earlier time.
3. You want to have it later.
4. You don't want to have it at any time.

Task 2.

I'm sorry we can't make our date on...

I'm afraid we can't make our appointment on...

Are you free on...?

Is convenient for you?

Is good for you?

Do you have any time for a meeting on... ?

Are you available on...?

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ÖNELLENŐRZŐ FELADATOK

Task 1.

Read the telephone conversations below and complete them with the expressions from the box.

calling, convenient, appointment, this is, make, call, what, free, speaking, could, postpone, to give, message, out

Man: Good morning Expert Accountancy.

Hugh Walton:(1) Hugh Walton(2).

M: How may I help you Mr Walton?

HW:(3) I speak(4) Mr Morris, please?

M: I'm sorry he is(5). Would you like to leave a(6)?

HW: Can I ask him to(7) me back? We can't(8) our appointment this afternoon and I would like to(9) it.

M: I'll(10) him your message Mr Walton.

HW: Thank you a lot. Good bye.

Tim Morris: Hello Mr Walton. This is Tim Morris speaking.

HW: Hello Mr Morris. Thank you for(11) back. I'm sorry but we can't make our(12) this afternoon. Can I postpone it?

TM: OK. Let's see. Are you(13) on Wednesday afternoon?

HW: I'm afraid not. I'm having a business meeting in Brussels on Wednesday afternoon. But(14) about Friday morning?

TM: I'll check my diary notes. Yes, Friday morning is(15) for me. Can you come at 10 am?

HW: Yes, it is good for me. See you on Friday morning at 10 am. Bye.

TM: Bye.

Task 2.

The sentences in the telephone conversation are jumbled. Put them in the correct order to get the original one.

- A Brad Higgins: We have to rearrange the schedule for her visit to London tomorrow. She was going to start at 10:00 but the first appointment is now at 9 o'clock.
- B Woman: OK.
- C W: Amnesty International. How can I help you?
- D BH: Could I leave a message for Mrs Aniston?
- E W: Second appointment 11:30.
- F BH: As for the afternoon I've managed to arrange a visit to Warwick Castle. And then I'll book her a taxi at 3 pm to get her back to the airport.
- G W: First appointment now 9:00. Picking her up at 8:30.
- H BH: I'll pick her up at 8:30 from the hotel.
- I W: OK: I'll put it on her desk.
- J BH: I'll give her my cell phone number: 0231567421561.
- K W: I'll give her your message and phone number.
- L BH: And the second appointment has been brought forward to 11:30. Then there are no changes for the rest of the day.
- M W: Taxi at 3 pm. Is there a contact number where she can reach you in case of having a problem?

1-... 2-... 3-... 4-... 5-... 6-... 7-... 8-... 9-... 10-... 11-... 12-... 13-...

MEGOLDÁSOK**Task 1.**

1. This is
2. speaking
3. could
4. to
5. out
6. message
7. call
8. make
9. postpone
10. give
11. calling
12. appointment
13. free
14. what
15. convenient

Task 2.

1. C
2. D
3. I
4. A
5. B
6. H
7. G
8. L
9. E
10. F
11. M
12. J
13. K

Task 3.

Voice-mail message

Hello this is Joy Atkinson. I got your message about the changes to the London schedule. I'm sorry but I've got a problem: my flight to London has been postponed. It means I can't make the first and second appointment in the morning. Will you rearrange them for the afternoon? I've changed my return flight to late night so there is enough time. Hopefully for Warwick Castle as well. Please call me back to confirm whether you have been able to make the arrangements. My phone number is: 0044322276358.

IRODALOMJEGYZÉK

FELHASZNÁLT IRODALOM

Jones, Leo: Working in English, Cambridge University Press, 2006

Manton, Kevin: First Insights into English, Pearson Education, 2000

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A(z) 0663–06 modul a13–as szakmai tankönyvi tartalomeleme felhasználható az alábbi szakképesítésekhez:

| A szakképesítés OKJ azonosító száma: | A szakképesítés megnevezése |
|---|------------------------------------|
| 52 841 01 0010 52 01 | Közúti közlekedésüzemvitel-ellátó |
| 52 841 01 0010 52 02 | Légi közlekedésüzemvitel-ellátó |
| 52 841 01 0010 52 03 | Szállítmányozási ügyintéző |
| 52 841 01 0010 52 04 | Vízi közlekedésüzemvitel-ellátó |
| 52 841 01 0100 33 01 | Menetjegyellenőr |
| 52 841 01 0100 52 01 | Menetjegypénztáros |

A szakmai tankönyvi tartalomelem feldolgozásához ajánlott óraszám:

15 óra

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A kiadvány az Új Magyarország Fejlesztési Terv
TÁMOP 2.2.1 08/1-2008-0002 „A képzés minőségének és tartalmának
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