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Idegennyelvi kommunikáció V.



A követelménymodul megnevezése:

Általános ór- és járőrszolgálati feladatok

A követelménymodul száma: 0731-06 A tartalomlelem azonosító száma és célcsoportja: SzT-a29-50

IDEGENNYELVI KOMMUNIKÁCIÓ V.

ESETFELVETÉS – MUNKAHELYZET

Bármely kommunikációs helyzet első lépése a kapcsolatteremtés, mely legegyszerűbben köszönéssel és rövid, udvarias bemutatkozással kezdődhet. Az alábbi helyzetekben tervezze meg, hogyan kommunikálna idegen nyelven külföldi állampolgárral.

1. szituáció

Kollégáival hamarosan angliába kell utaznia egy tanulmányútra, melynek során tanulmányozhatják az angol rendőrség működését, munkamódszereit, eszközeit.

:Munkahelyén tájékoztatót tartanak Önöknek angolul az utazással, a szükséges dokumentumokkal kapcsolatban, figyelmeztetik a dokumentumok érvényességének ellenőrzésére. A tájékoztató során angolul bemutatják a beutazáshoz szükséges dokumentumokat, az igényléséhez szükséges, kitöltendő űrlapot.

2. szituáció

Külföldi tanulmányútra érkezve, be kell mutatkoznia angol főnökének. El kell mondania, mi a végzettsége, mivel foglalkozik Magyarországon, mi a szakterülete és mi érdekli. Érdeklődik, hogy mik lesznek a feladatai, kikkel fog együtt dolgozni. Nagyon örül, hogy tanulmányozhatja az angol rendőrség munkáját, biztos benne, hogy sok hasznos tapasztalatot fog szerezni. Átadja otthoni főnöke üdvözlését.



1. ábra. English colleagues: Bobbies

3. szituáció

Külföldi állampolgár adatainak ellenőrzésekor egyeztetnie kell az útlevelemben szereplő külső személyleírás adatait a valóságban jelen lévő személy külsejével, különös tekintettel a haj, a magasság, a súly és a külső alak jellemzőire.

4. szituáció

Egy balesethez érkezik ki. A szemtanú külföldi állampolgár, aki készségesen segít Önnek. Elmondja, hogy a lámpa sárgát mutatott, amikor a gyalogos a zebrára lépett. A személyautó már nem tudott megállni, mivel elég gyorsan jött, kb. 50–60 km/óra sebességgel, ezért elütötte el az idős hölgyet. A szemtanú megadja adatait és vállalja, hogy később tanúskodik is majd, ha szükség lenne rá,

5. szituáció

Önt két hátizsákos turista szólítja meg. Aziránt érdeklődnek, hogy hogyan találhatják meg a Margitszigetet. Szeretnék ott tölteni az éjszakát. Figyelmeztesse őket, hogy ez tilos és nem is biztonságos. Mivel néhány napja több ott alvó hátizsákos külföldi turistát kiraboltak. Egyiküket meg is verték, így kórházba kellett szállítani. Tanácsolja nekik, hogy a közelben levő Tourinform irodába menjenek el, ott bizonyára tudnak ajánlani olcsó szállást Budapesten, egy kicsit messzebb a központtól. Menjenek végig az utcán és meg fogják találni az irodát.

MODEL ANSWER FOR SITUATION 5.

Tourist: Excuse me, can you tell us the way to the Margaret Island? We heard that we could spend a night there.

Police officer: Good afternoon! Well, It is a beautiful park, but nobody can sleep there. It is very dangerous. Just a couple days ago sleeping tourists were robbed. One of them tried to protect his bag, and the robbers hit him on his head, so he is in hospital now.

Tourist: Oh, really? What can we do, where can we find cheap accommodation in the centre?

Police officer: There is a tourist information centre nearby, they will help you to find something cheap a bit further from the city centre. If you go along this street you will find it.

Tourist: Thanks a lot. Good bye!

Police officer: You are welcome. Good bye!



2. ábra. Not a good idea sleeping on Margaret Island

SZAKMAI INFORMÁCIÓTARTALOM

GRAMMAR 1

Modal verbs

Modal verbs have the same form for all persons, do not take the auxiliary do and take an infinitive without to.

must

–is used for obligation, mustn't is used for prohibition. Must is a modal verb. You use must to talk about something you're obliged or strongly advised to do. You often use it when you talk about safety instructions.

You must fasten your seat belt.

mustn't

–is used to talk about something you aren't allowed to do or you're strongly advised not to do.

You mustn't lean out of the window.

For strong prohibition you use must never.

You must never walk on the railway line.

Must and have to have almost the same meaning.

You usually use must when the obligation comes from one of the speakers.

I usually forget her birthday. I must remember this year.

The baby's asleep. You must be quiet.

You usually use have to when the obligation comes from a third person.

You often use it when you talk about rules.

The government says you have to do military service.

You have to show a cheque card when you pay by cheque.

use

-is used to express general ability

I can play the piano.

-to say what you are allowed to do or what is possible to do.

You can cross the light when the light is green.

-to ask for permission

Can I smoke?

-to ask people to do things

Can you speak louder?

GRAMMAR 2.

Conditional

You use the first conditional to talk about a likely situation and to describe its result. You talk about the likely situation with if + present simple. You describe the result with will or won't.

You separate the two clauses with a comma.

If you give it to me, I'll let you go.

If you don't give it back, I'll call the police.

If it doesn't stop rising, we won't be able to escape.

You often use the first conditional for:

promises,

threats,

warnings.

You use the second conditional to talk about an imaginary or unlikely situation and to describe its result. You talk about the imaginary or unlikely situation with if + past simple. You describe the result with would or wouldn't. You form the second conditional with if + past tense, would + infinitive. You separate the two clauses with a comma.

If I had a lot of money, I would give some away.

If a stranger asked me for money, I wouldn't give him any.

If I found some money in the street, I'd keep it.

Vocabulary: 1.

- citizen/állampolgár
- citizenship/állampolgárság
- passport/útleve
- declaration/bevallás/ elvámolás
- border/határ
- driving/licence
- birth certificate/születés bizonyítvány
- identity/(személy)azonosság
- a travelling by air/land/sea/utazás repülőn/szárazföldön/tengeren

- cross the border/átkellni a határon
- present/átadni
- require/elvárni
- enter/belépni
- include/magában foglal
- secure/bizosítani

British and American English have lots of words which look the same but have different meanings. Nobody ever gets into serious trouble if they make a mistake, although you may get a strange look, but things get even more complicated. There are some American English words which the British don't use at all. Most of the differences between British and American English are minor and are only concerned with vocabulary, spelling and pronunciation. You can understand what words mean from the context. Good luck (British English) or break a leg (American English)

In the following chart you can see some examples.

<i>English</i>	<i>American</i>
<i>travelling</i>	<i>traveling</i>
<i>petrol</i>	<i>gas</i>
<i>behaviour</i>	<i>behavior</i>
<i>humour</i>	<i>humor</i>
<i>neighbour</i>	<i>neighbor</i>
<i>defence</i>	<i>defense</i>
<i>licence</i>	<i>license</i>
<i>practice</i>	<i>practice</i>
<i>lorry</i>	<i>truck</i>
<i>single ticket</i>	<i>one way ticket</i>
<i>chemist</i>	<i>druggist</i>
<i>traffic lights</i>	<i>stop lights</i>
<i>tap</i>	<i>faucet</i>
<i>lift</i>	<i>elevator</i>

underground

subway

Vocabulary: 2.

- What does he/she look like?/Hogy néz ki?



3. ábra. Pretty ones

- Who does he/she look like?/Kire hasonlít?
- moustache/bajusz
- beard/szakáll
- scar/sebhely
- curly hair/göndör haj
- wavy hair/hullámos haj
- bald/kopasz
- tall/magas
- short/alacsony
- medium height/középmagas
- quite/eléggé
- fair/haj
- red hair/vörös haj
- blonde hair/szőke
- weight/súly
- weigh/súlya van
- thin/sovány
- slim/karcsú
- plum/zömök
- overweight/túlsúlyos
- fat/kövér
- well-built/jó felépítésű
- age/kor
- young/fiatal

- old/öreg
- elderly/idős
- middle-aged/középkorú
- eyes/szem
- round/kerek
- small/kicsi
- narrow/keskeny
- blue/kék
- green/zöld
- brown/barna
- black/fekete
- grey/szürke
- face/arc
- cheek/orca
- oval/hosszúkás
- square/szögletes

TANULÁSIRÁNYÍTÓ

SHEETS

1. Read the following Information Sheet and Application Form twice and then sum up the the most important details without looking at the text.

Please Note: When traveling by air, all. citizens must present a passport or a secure travel document to enter or reenter the United States. This includes children. When traveling by land or sea , oral declarations of citizenship at the border will no longer get you through a U.S. border crossing. As of January, 31, 2008 all citizens age 19 and older must present documentation proving identity and citizenship, such as a driver's license plus a birth certificate; those younger than 18 are only required to show proof of citizenship. This documentation must include your name, your photo and your date of birth. To view a full list of acceptable documents go to the official site of U.S. Customs and Border Protection. Here, you'll also find some FAQs on required travel documents. For more information, consult the official site of the US Department of State

2. Read the following format and get to know the details

APPLICATION FORM FOR A PASSPORT

- Name (last, first, middle)
- Date of Birth (month, day, year)
- Sex
- Place of Birth (City, Country)

- Social Security Number
- Mailing Address (Street, Apartment or Unit, City, State, ZIP Code)
- Contact Phone Number and Email Address
- Parents' Information (Father's Name, Date of Birth, Place of Birth and Mother's Name, Date of Birth, Place of Birth)
- U.S. Citizen?
- Applicant's Signature
-

3. Build up 3 pieces of 2-minute conversations with your partner. Use the structures below, then swap the roles.



4. ábra. At work

- May I see some photo ID?
- Can I see your passport?
- Driver's license, please.
- Do you have your birth certificate?
- How long have you been in the country?
- Are you here for a holiday?
- Do you have another piece of ID?
- Types of ID
- Passport
- Government-issued Photo ID card
- Driving licence/Driver's license
- Birth certificate
- Permanent residence card
- Social security card
- Medical/Health card
-

4. Read the letter and draw the person according to the description.

Dear Pat,

Thanks very much for your letter. Let's meet at the railway station. I arrive at 5.50 p.m. on Monday 14 July. I'm twenty-eight and I've got brown wavy hair. I'm quite tall, about one metre eighty and I'm slim. If you have time, send me a description of yourself so I can recognise you. See you at the railway station.

Best wishes, Jocelyn

5. Look at the Passport Application Form. Following the format describe a person in the class and your partner has to guess his / her name.

Passport Application Form

- Eye colour (blue, brown, green, black, grey)
- Fingerprint
- Height in centimetres or feet and inches
- (Maiden) name
- Marital status (single, married, divorced, separated,)
- National status citizenship (native citizen, immigrant, permanent resident, refugee)
- Profession (doctor, teacher, retired...)

COMMUNICATION

1. You can make your communication easier with foreign citizens in Hungary and abroad if you improve your English in various ways. It might be demanding first, but it can be also fun.

- reading on internet in English
- watching English or American TV channels
- listen to music concentrating English lyrics
- listen to radio broadcasting in English
- reading books or newspapers in English

The following funny short stories are about criminals. Decide in your group which was the funniest. :

1. When murderer Daniel M. escaped from prison in New Mexico, he went home and hid. At first the police did not find him in the house. They looked for him everywhere and when they were approaching the fridge, Daniel's daughter said: 'Daddy's in there!'. Daniel was very cold when the police arrested him.

2. Police in Sweden stopped a man at an airport because they suspected her of smuggling. The police found that the man had 65 baby snakes in her clothes. When the police asked about the snakes, the man confessed. 'I wanted to start a snake farm, she said.



5. ábra. His pet

3. A robber in Brazil planned to steal some music equipment from a club. First he stole a car and then he went to the club. He found the music equipment but he also found a lot of food. He ate some chicken and some ice cream and he drank 30 glasses of beer. The police discovered him next morning asleep on the floor.

4. Two armed robbers tried to steal money from a shop in New York City, but they did not succeed. One of them shot his partner by accident and then they started to argue. The police soon arrived and they arrested both of them.

2. In your job, you have to ask for permission and ask people to do things many times:

Study the following structures for

– asking for permission:

Can I get back my driving licence?

Could I leave the police station?

May I call my lawyer?

Is it all right if I make a phone call?

Would you mind if I looked into your parcel?

Could is a little more formal than can and may is very formal.

– asking people to do things:

Can you give me your ID?

Could you open the car boot?

I wonder if you could pass me the contract?

Would you mind helping the police with information about the case?

Collect other sentences with the above structures and write them down.

3. Play with the cards: Each student should read out a situation with a request and the other has to find out what he/she would say in the situation. Take the cards in turns: Every card has a pattern request on it. After listening to your pair, you can read out the pattern.

Cards for student A.

- You arrive at a hotel. What do you say at the reception?
- Hello, could I have a single room for 2 nights?

- You are ready to leave the hotel and talk to the receptionist.
- Can I have the bill, please?

- You want to go to the city centre. You stop a taxi and speak to the driver.
- Could you take me to the city centre?

- You have made a long report of a case, but do not have time to type down. Ask a secretary.
- Would you mind typing this report for me?

- You have a meeting with a foreign colleague from Scotland Yard, but you will not be free until 2 pm. Phone him and ask to change the time
- Could we meet later, at 2pm?

- You have lost the programme of the police conference. Ask an other delegate.
- Could I have a look at your programme, please?

Cards for student B.

- You do not have Pounds only Euros. Ask the bureau de change.
- Could you change these euros for me?

- You are carrying a lot of luggage and want someone to hold the door open for you.
- Would you mind holding the door for me.
-
- Your flight home is on Friday, but you want to leave on Saturday. Ask at the booking desk.
- Could you change my flight ticket from Friday to Saturday?

- You want to send a fax urgently. Ask another policeman.
- Can you send this fax instead of me, I am busy.

- You need a car to get to the scene of an accident.
- Could I take a police car, please?

- You are investigating with an American colleague, but he speaks too fast.
- Would you be so kind as to speak slower?

MUNKANYAG

ÖNELLENŐRZŐ FELADATOK

1. feladat

don't have to or mustn't? Fill in the gaps and write down the proper sentences.

- It is forbidden. You _____ do that.
- You _____ ask my permission. You can do what you want.
- You _____ speak to the driver when the bus is moving. It's dangerous.
- Help yourself to anything you want. You _____ ask.
- You _____ park here. There is a double yellow line.
- Pay me back when you can. You _____ do it immediately.
- It's optional. We _____ to go if you don't want to.
- I'll tell you a secret. You _____ tell anybody else. Promise?
- Whatever you do, you _____ click with the right mouse button or the program will crash.
- Be on time. You _____ be late or we will leave without you.
- He's a millionaire. He _____ work but he does because he enjoys it.
- I like Saturdays because I _____ go to work.
- This is very important. You _____ forget what I said.
- It's very infomal here. You _____ wear a tie unless you want to.
- The train is direct. You _____ change trains.
- In boxing, you _____ hit your opponent below the belt.
- I _____ wear a suit at work on Fridays. It's 'dressing down day'.
- In athletics, you _____ start before the gun is fired.
- In bridge, you _____ look at other people's cards.

MUNNYAG

2. feladat

.Fill in with the proper forms: must, mustn't, have to and write down the sentences.

- Yesterday I ...finish my Geography project. (must, mustn't, had to)
- She will ...wait in line like everyone else.(must, have to, has to)
- All employees ...on time for work. (must be, mustn't, have to)
- We ...forget to take the chicken out of the freezer. (have to not, must, mustn't)
- If you are under 13 youto get your parents' permission. (have, must, mustn't)
- The doctorget here as soon as he can. (must, mustn't, have to)
- Do you ...work next weekend? (have to, must, mustn't)
- Bicyclists ...remember to signal when they turn. (mustn't, must, has to)
- Angela, you ...leave your clothes all over the floor like this. (mustn't, must, have to)

3. feladat

A. Write down the description of a well-known cotemporary politician.

B. Oral exercise: In pair-work try to describe as many famous people as you can in a very detailed way in, so that your companion could recognise him or her.

4. feladat

A Read the following text about a robbery and answer the quetions.

B. In a roleplay: Imagine that you were on duty and met the victim at the police station, act out the situation, ask the victim about the important details of the incident, then change the roles with your partner and you will act out the role of the victim.

I was on holiday in a little peaceful village in the south of England. I was sitting in a beautiful park, and my bag was beside me, although I was holding the strap. Suddenly someone came up from behind and grabbed my bag, pulled it very hard, breaking the strap. I shouted, first in pain, because when he pulled my bag, it hurt my hand, and wrist, then in anger, as I saw him get on a motorcycle and drive away. I watched my passport, my money and my document disappear down the road. The police was very kind and said this sort of things happen too often these days. I thought to myself: 'If I ever catch him, I will kill him'.

I told the consulate about the loss of my passport and I cancelled my credit card, got some more money and tried to forget about it.

- 1. What was the scene of the crime?
- 2. Who was the victim?
- 3. Was there a witness of the crime?
- 4. How did the criminal escape.
- 5. Did the victim get injured in the incident?

MEGOLDÁSOK

1. feladat

- It's forbidden. You mustn't do that.
- You don't have to ask my permission.
- You mustn't speak to the driver when the bus is moving.
- You don't have to ask.
- You mustn't park here.
- You don't have to do immediately.
- We don't have to go if you don't want to.
- You mustn't tell anybody else.
- Whatever you do, you mustn't click with the ...
- You mustn't be late or ...
- He doesn't have to work but ...
- I like Saturdays because I don't have to go to work.
- You mustn't forget what I said.
- You don't have to wear a tie ...
- You don't have to change trains.
- In boxing, you mustn't hit your opponent ...
- I don't have to wear a suit at work on Fridays.
- In athletics, you mustn't start ...
- In bridge, you mustn't look ...
-

2. feladat

- Yesterday I had to finish my Geography project.
- She will have to wait in line like everyone else.
- All employees must be on time for work.
- We mustn't forget to take the chicken out of the freezer.
- If you are under 13 you have to get your parents' permission.
- The doctor must get here as soon as he can.
- Do you have to work next weekend?
- Bicyclists must remember to signal when they turn.
- Angela, you mustn't leave your clothes all over the floor like this.

3. feladat

Pattern description:

Barack Obama, the president of the USA.



6. ábra. The president

- He is in his late forties
- He is the first non-white president of the USA, but his complexion is not too dark.
- He is very tall, rather slim and considered good-looking.
- His hair is always very short-cropped and dark.
- His eyes are also dark.
- He has got straight nose and full lips.
- He seems to be athletic, a runner type, and he really does some sports.

4. feladat

- 1. A churchyard in the Lake District in UK was the scene of the crime.
- 2. Someone on holiday was the victim.
- 3. We do not know whether there was a witness of the crime.
- 4. The criminal escaped by motorbike.
- 5. Yes, the victim got injured in the incident. When the criminal grabbed her bag, it hurt her hand and wrist.

Pattern questions:

See below the five questions and add some more:

- Was there anybody else in the churchyard?
- Could you recognise the person if you met him?
- Do you remember what type of clothes he was wearing?
- Did you see the motorbike clearly? Could you describe it?

IRODALOMJEGYZÉK

Hajdú Katalin–Rawlinson Zsuzsa–Sarbu Aladárné–Várszegi Tímea: Play your cards right IKVA, 1991.

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MUNKKANYAG

A(z) 0731-06 modul a29-es szakmai tankönyvi tartalomeleme felhasználható az alábbi szakképesítésekhez:

A szakképesítés OKJ azonosító száma:	A szakképesítés megnevezése
52 861 02 0000 00 00	Határrendész
52 861 06 0010 52 01	Határrendészeti-rendőr
52 861 06 0010 52 02	Közrendvédelmi-rendőr

A szakmai tankönyvi tartalomelem feldolgozásához ajánlott óraszám:
20 óra

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