



SLEST Model

reading (level B2)

contents of the general communication skills

(These hints follow the general can-do indicators in the Common European Framework of Reference for Languages - CEF)

Can comprehend longer texts and follow complex subjects, containing concrete and some abstract subjects if the topic is known; can understand articles and reports, in which a certain attitude or point of view is expressed; can understand detailed information about a known topic. In all these cases some errors may occur, every now and then, which could cause misunderstandings, but which can be corrected autonomously or after some questioning or prompting.

Note: "reading" is generally combined with a written task!

negotiation**management of human resources****b2_r_n_mhr**

main task	detailed can do indicator CEF/PROFILE (*)	SLEST can do indicator	example for examination	texts
1) managing staff relations	can understand most facts and statements relating to his/her specialist field	can understand the details of office records and staff files	Read the personnel records of the staff, their CVs and their accompanying letters; afterwards answer questions regarding this material.	C.V. official letter information sheet

(*) changes and abbreviations are possible

negotiation**management of problematic situations****b2_r_n_mps**

2) knowing how to suspend a contract	can understand almost completely the content of topics relating to his/her specialist field	can understand a critical situation concerning the collaboration with a foreign partner	Read a document about the difficulties with a foreign partner (in L2), afterwards write a detailed summary (in L1) for your director.	report information sheet official letter minutes
3) managing complaints	can understand almost completely the content of topics relating to his/her specialist field	can understand a letter of complaint from an important customer and understand the cause of dissatisfaction	Read a letter from a foreign tour operator which describes continuous complaints from tourists who stay in your hotel; write a detailed summary for your director (in L1).	report official letter

negotiation**career development / employment opportunities****b2_r_n_cdeo**

1) applying for a job in a foreign company	can understand most facts and statements relating to his/her specialist field	can understand a job 'ad'	Read two job ads, published in daily newspapers, and answer questions regarding these possibilities.	job advertisement
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3) preparing for / attending a job interview	can understand almost completely the content of topics relating to his/her specialist field	can comprehend key information about a foreign company	Read an information sheet about a foreign company, then answer to questions regarding this brochure.	brochures information sheet commentary
4) interviewing a job applicant	can understand almost completely the content of topics relating to his/her specialist field	can read a CV / an accompanying letter	Read a CV / an accompanying letter and answer questions relating to the two documents.	C.V. letter of application

negotiation

practical issues of international management

b2_r_n_piim

1) buying a tourist product	can understand basic statements in correspondence relating to his/her specialist field	can comprehend the answer to a letter written by himself/ herself	Read a letter (in L2) which is the answer to another letter regarding a contingent of beds for the next summer season and summarise it in detail in L1.	official letter
2) finding foreign business partners / proposing professional partnerships	can understand almost completely the content of topics relating to his/her specialist field	can identify the characteristics of a potential business partner	Read two or three information leaflets about potential foreign business partners and answer the questions.	report commentary statement
3) negotiating prices and conditions	can understand almost completely the content of topics relating to his/her specialist field	can comprehend the annual results of a foreign business partner can extract from a contract the most important information	Read the annual results of two or three foreign business partners and answer the questions. Read a contract between a tour operator and a hotel chain; answer a number of questions regarding the text.	information leaflet annual report contract
5) evaluating a partnership	can understand reports on a variety topics, giving particular information	can comprehend the contribution of each partner to the success of a project	Read a document in L2 regarding the collaboration with various partners in a project; afterwards answer the questions.	report commentary statement

6) contacting customers and product presentation	can understand almost completely the content of topics relating to his/her specialist field	<p>can understand the characteristics of new products / tourist proposals</p> <p>can read and explain a timetable and inform a client about the best connection</p>	<p>Read the information (brochure, informative leaflet etc.) about a new tourist village, then summarise it.</p> <p>Describe to a client, with the help of a timetable, the best connections between two destinations, explain also the advantages and disadvantages of these choices.</p>	<p>brochure information sheet prospectus</p> <p>timetable</p>
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negotiation

challenges in risk management (investment)

b2_r_n_crm

1) taking a decision whether to invest in a foreign market or not (justifying the decision taken)	can understand basic statements in correspondence relating to his/her specialist field	can comprehend a commercial offer	Read a commercial offer (in L2), then answer the questions.	offer official letter
2) participating in meetings with foreign administrations	can understand almost completely the content of topics relating to his/her specialist field	can understand the contents of laws in the country in which one wants to establish business	Read parts of a law regarding tourism infrastructures; then answer the questions	legal text decree
3) estimating investment risks	can understand almost completely the content of topics relating to his/her specialist field	can analyse the political, social and/or economic situation in a given country	Read a text which informs about the general situation in a given country; then answer the questions.	subject report commentary statement

marketing

analysis of market situation

b2_r_m_ams

main task	detailed can do indicator CEF/PROFILE	SLEST can do indicator	example for examination	texts
1) carrying out an internet search into a new market	can understand almost completely the content of topics relating to his/her specialist field	can find particular information in specific web pages	Find information on the internet (written in L2) following precise indications and insert them in a table.	subject report report
2) gathering statistical material about a given tourist destination	can understand almost completely the content of topics relating to his/her specialist field	can understand figures and general information	Read statistical material (in L2) and insert the missing information in a table.	subject report
3) researching information about trends in demand	can understand almost completely the content of topics relating to his/her specialist field	can comprehend a market research on future trends	Read through the results of a market research regarding actual trends in the field of tourism and answer the multiple choice questions.	market analysis report

B2 reading

marketing

marketing tools

b2_r_m_mt

2) calculating costs for different marketing tools	can understand almost completely the content of topics relating to his/her specialist field	can comprehend previously collected offers for specific costs (i.e. staff training, leaflets, brochures)	Read offers regarding a language course for the staff of your company and insert the various information in a table.	information sheet quotation official letter
3) defining indirect marketing tools	can understand basic statements in correspondence relating to his/her specialist field	can understand an offer	Read an offer to your airline company (in L2), received from a travel agency; then answer questions regarding this offer (with key words).	quotation official letter

marketing**e-marketing****b2_r_m_em**

1) creating a web page	can understand almost completely the content of topics relating to his/her specialist field	can understand web pages and indicate possibilities for eventual collaboration	Read some web pages of on-line hotel reservation possibilities and indicate the best one for the needs of your company (using the keywords given).	quotation official letter
2) advertising a new product on the Internet	can understand basic statements in texts relating to his/her specialist field	can understand the conditions of a chosen company which offers advertising on its website	Read a letter of a company which offers advertising in the internet (in L2) and answer questions regarding its contents.	quotation official letter

promotion / PR-activities**production of promotional material****b2_r_ppr_ppm**

main task	detailed can do indicator CEF/PROFILE	SLEST can do indicator	example for examination	texts
1) creating a brochure	can understand most facts and statements relating to his/her specialist field	can correct a given text	Find the errors in the brochure of your hotel, written in L2 (medium difficulty).	brochure information leaflet
2) informing about new tourist products	can understand almost completely the content of topics relating to his/her specialist field	can understand information about policies of a world-wide hotel chain	Put the following segments of information, published by an international hotel group, into the right order.	brochure information leaflet

promotion / PR-activities

organising tours

b2_r_ppr_ot

main task	detailed can do indicator CEF/PROFILE	SLEST can do indicator	example for examination	texts
1) preparing and leading tours	can understand almost completely the content of topics relating to his/her specialist field	<p>can comprehend the contents of an offer by a foreign association which organises tours in foreign countries</p> <p>can gather important information about a given country (statistical and economical data, cultural background and other facts)</p>	<p>Read an information brochure regarding study tours abroad (in L2) and answer the questions.</p> <p>Read the following text together with the related statements, then tick the appropriate answers.</p>	<p>brochure prospectus official letter</p> <p>essay report dossier subject report textbook newspaper and magazine articles</p>

planning

possibilities for investment in a future destination

b2_r_pl_pifd

main task	detailed can do indicator CEF/PROFILE	SLEST can do indicator	example for examination	texts
1) collecting, comparing and analysing different information	can understand almost completely the content of topics relating to his/her specialist field	can extract information from a text which speaks about a given region, in order to be informed about possibilities for investment	Read a text which informs about a new tourism product (medium length) and then summarise it in L1.	essay report dossier subject report summary
3) contacting investors and presenting the destination	can understand almost completely the content of topics relating to his/her specialist field	can understand the characteristics of a given tourist destination	Read the following information about a given tourist destination, and write a short summary, following the instructions.	essay report dossier subject report prospectus textbook newspaper and magazine articles

planning**information about economic, legal, political and cultural issues****b2_r_pl_iel**

1) collecting, comparing and analysing information about travel law	can understand the main points in a contract relating to his/her profession, but specific legal terminology only with the help of a dictionary	can extract the main information from a given text about legal issues	Read a text about travel law (in L2) and then answer the questions.	legal texts decree
2) understanding an (inter)cultural report	can understand almost completely the content of topics relating to his/her specialist field	can understand the most important details of a text regarding analogies and differences between two given cultures	Read the following text and answer to the questions.	essay report dossier subject report textbook newspaper and magazine articles legal texts decree

planning**participation in regular corporate meetings****b2_r_pl_prcm**

1) gathering and presenting factual information	can understand almost completely the content of topics relating to his/her specialist field	can extract information from an extensive report about personal activities for the annual meeting of one's own hotel chain	Read the report of your company's activities (in L2) and write down the most important points which have to be presented during the annual meeting of your hotel chain (in L1).	annual report
4) preparing minutes and written consents	kann in Texten zu Themen aus dem eigenen Fachbereich den Inhalt ziemlich vollständig verstehen	can understand texts in order to prepare for a meeting	Read the following extract from a report and answer the questions which follow.	report

planning**planning of a new tourist destination****b2_r_pl_pntd**

1) preparing a presentation of a new tourism destination (for example at an international tourism fair)	can understand almost completely the content of topics relating to his/her specialist field	can understand a dissemination agreement	Read the following sentences about a dissemination agreement. Put them into the right order and give titles to the single paragraphs.	report dossier
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planning**analysis of projects regarding sustainable tourism****b2_r_pl_apr**

1) collecting, comparing and analysing different information	can understand almost completely the content of topics relating to his/her specialist field	can comprehend a text which informs about sustainability in tourism	Read a text regarding sustainability in a certain tourism project (in L2) and answer the questions.	essay dossier subject report textbook newspaper and magazine articles
3) examining alternative leisure activities	can understand reports on a variety topics, in which particular opinions are presented	can understand information about alternative and / or ecological activities in tourism	Read the following pieces of information about ecological tourism and put them in the right order.	essay report dossier subject report newspaper and magazine articles
4) creating quality products	can understand reports on a variety topics, in which particular opinions are presented	can comprehend why certain quality standards are needed in tourism	Read the excerpt from the Quality Standard regulations of a big hotel chain; then answer the multiple choice questions.	brochure memo decree

customer relationship management

customer insight

b2_r_crm_ci

main task	detailed can do indicator CEF/PROFILE	SLEST can do indicator	example for examination	texts
1) finding out what customers want and why	can understand almost completely the content of topics relating to his/her specialist field	can gather the written answers to a questionnaire and interpret the results	Read the results of a survey about customer satisfaction (written in L2) and answer questions accordingly.	report commentary statistics questionnaire summary
2) gathering feedback from customers	can understand almost completely the content of topics relating to his/her specialist field	can comprehend a report about the preferences of the foreign clients regarding their leisure activities, (guided) tours, accommodation etc.	Read a report about the preferences of foreign clients (in L2) and answer questions accordingly.	report commentary statement questionnaire summary

general aspects

use of appropriate terminology

b2_r_ga_uat

main task	detailed can do indicator CEF/PROFILE	SLEST can do indicator	example for examination	texts
3) being able to understand texts with a high volume of specific terminology	can understand almost completely specific terminology in texts relating to his/her specialist field	can answer questions regarding the special terminology in a written text of medium difficulty is able to recognise the correct special terminology	Explain 15 technical terms in a text in other words. In the text there are gaps indicated with a number; on the next page there is a multiple-choice exercise referring to them. Tick the correct answer.	essay report dossier subject report prospectus guide textbook newspaper and magazine articles