

SLEST

Standardized Model

for Linguistic Capacities in Foreign Languages

Level 1 (A2) – travel agent

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General Can-do-Statements

SPEAKING

Can express him-/herself in everyday situations with simple linguistic means, often making pauses in order to search for words.

Can express him-/herself more or less correctly with simple expressions and short sentences about everyday aspects of his/her life (i.e. people, places, work experiences, etc.).

Can express him-/herself simply about known topics and personal interests with a very limited repertoire in words and with simple grammatical structures.

Can mainly make clear when talking what he/she wants to say, using simple grammatical structures more or less correctly.

Can express him-/herself in a generally comprehensive way, also if sometimes a foreign accent is clearly audible.

Can use the main stresses and intonations in simple sentences mainly correctly; can divide longer sections with pauses.

Can segment events chronologically with simple words like “first”, “then”, “after”, “later”, “at the end” etc.

Can connect expressions and sentences with simple connecting words like “and”, “but” or “because”.

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Can, in a talk between native and non-native speakers, pass on simple information about known topics in both languages, using very simple words and grammatical structures in the foreign language and often looking for words.

Can communicate about known topics in a simple way, if standard language is spoken and if he/she can ask every now and to repeat a sentence or to say something using other words.

Can communicate with short, simple expressions everyday needs and circumstances; in unknown situations the communication could become difficult and misunderstanding might happen.

Can sustain everyday situations with a predictable content with simple linguistic means, but the conversation will be somewhat limited because of a restricted vocabulary.

Can talk about known topics; can also follow the change of topics and react to questions when the interlocutor speaks slowly and clearly.

Can express him-/herself clearly enough so that the interlocutor can understand him/her normally, even if a clear foreign accent is audible and he/she sometimes has to ask for clarification.

Can use intonation so precisely that statements, questions or requests are clearly distinguishable.

Can ask the interlocutor to repeat or to spell, and can him-/herself meet this demand.

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WRITING

Can express him-/herself in a simple way about known topics and the personal field of interest with a limited repertoire of words and grammatical structures.

Can segment events chronologically with simple words like “first”, “than”, “after”, “later”, “at the end” etc.

Can connect sentences with simple connectors like “and”, “but” or “because”.

Can use the main orthographic rules more or less correctly.

Can write in very well known situations short and simple texts with a sufficient amount of vocabulary, using easy, prefabricated sentences.

Can understand short, personal texts which help with social connections and which refer in a simple way to events and requests, and can react to them in writing with simple linguistic skills.

Can use the main important orthographic rules regarding a basic vocabulary, so that misunderstandings happen rarely.

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LISTENING

Can understand simple sentences in standard language, basic grammatical structures and basic vocabulary from important everyday subjects (i.e. personal information, family, restaurant, surroundings, work).

Can understand the topics of a conversation if they deal with known subjects and if the interlocutor speaks clearly and slowly in standard language.

Can understand single statements regarding known topics which contain internationalisms if the interlocutor speaks clearly with regular pauses in order to comprehend the meaning.

Can identify, during a simple and short conversation, expressions regarding everyday topics and understand simple, important information for him-/herself.

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READING

Can understand basic information in simple and clearly structured texts which concern subjects from everyday life or the work environment.

Can understand simple and formal texts about known topics, if the words and grammatical structures used are basic and/or contain some internationalisms.

Can extract information from longer texts regarding known subjects.

Detailed SLEST Can-do-Statements¹

SPEAKING

SLEST can-do-statement	example	example for the examination ²	texts
can describe known things or persons from his/her workplace in a simple way	<p><i>can describe him-/herself and colleagues</i></p> <p><i>can describe his/her former or actual workplace and his/her work.</i></p>	<p><i>give known information about your workplace and your actual work to a foreigner</i></p>	<p>discussion</p> <p>general talk</p> <p>information</p> <p>presentation</p> <p>report</p> <p>small talk</p>
can illustrate personal experiences, events and own activities simply and shortly	<p><i>can describe his/her own training, indicating the most important circumstances</i></p> <p><i>can talk about personal habits (i.e. in the free time)</i></p> <p><i>can tell about an important professional episode (i.e. change of place of work)</i></p>	<p><i>tell a foreign friend about your hobbies.</i></p> <p><i>tell a foreign employer which work you did in the past</i></p>	<p>advice</p> <p>biography</p> <p>discussion</p> <p>general talk</p> <p>information</p> <p>report</p> <p>small talk</p>

¹ The indications given in the CEFR and in PROFILE regarding the can-do-statements have been changed following our necessities.

² The (*) means that for this item you will need visual aids.

Can-do-Statements A2 – travel agent

can express his/her opinion in a simple way about everyday matters	<i>can express his/her opinion about a certain destination and can ask others about their opinion</i>	<i>explain to a tourist why you like a particular country</i>	general talk to report to small talk
can speak about plans and agreements with others in a simple form	<i>can describe the planned activities for the next day to a foreign colleague</i> <i>can explain to a tourist in a general way the tours for the next days</i>	<i>explain to your foreign colleague the work plan for tomorrow (*)</i> <i>explain to your group of tourists the travel route (*)</i>	discussion general talk report small talk
can express suppositions with simple linguistic means	<i>can express his/her opinion when asked about a certain fact</i>	<i>tomorrow there will be a train strike; explain to the tourists what this means for their travel plans</i>	advice discussion general talk information small talk
can give indications about years, dates, important numbers etc. in a comprehensible way	<i>can indicate his/her date of birth ecc.</i> <i>can point out to a client all the dates regarding a journey.</i>	<i>explain to a guest the prices of different set menus (*)</i> <i>explain to a client the single dates of his/her journey (*)</i>	information offer purchase report small talk
can give short basic information about very known topics from the own professional field with simple linguistic means	<i>can explain to a tourist the agenda for the day during a round trip</i> <i>can present to a client the characteristics of the location with the help of a map or a brochure</i> <i>can tell to a client which sights he/she would recommend in the city</i>	<i>explain shortly to the tourists the programme of the day (*)</i> <i>give general indications to a travel (*)</i>	announcement information

Can-do-Statements A2 – travel agent

<p>can describe with simple means how to do something</p>	<p><i>can explain how to reach a certain place in the city from the present point</i></p> <p><i>can explain to a guest which things he/she can do in this place during the next days</i></p>	<p><i>explain to a guest the best way from the hotel to the station (*)</i></p> <p><i>tell the guests which events they could assist to in the evening (*)</i></p>	<p>announcement information instructions request</p>
<p>can exchange information in a simple way in known, professionally relevant situations</p>	<p><i>can exchange limited information about travel destinations</i></p> <p><i>can give simple information to a visitor about the own town and answer his/her questions</i></p>	<p><i>speak with a foreign colleague about a country in which both of you have stayed</i></p> <p><i>answer the question of a guest for particular interesting places in your city</i></p>	<p>advice discussion general talk information report request small talk</p>
<p>can exchange in everyday situations information which is basically are focused on quantities, prices or dates (an can answer to questions regarding this)</p>	<p><i>can answer questions regarding features and/or prices of travels</i></p> <p><i>can answer the question if certain arrangements remain unchanged</i></p>	<p><i>confirm to a client that nothing changed regarding the programme of the next day (*)</i></p>	<p>general talk information negative response report request</p>
<p>can answer to simple questions during a talk and react to uncomplicated affirmations</p>	<p><i>can describe with simple words his/her career and the present work</i></p> <p><i>can indicate personal data during a talk and give other relevant indications</i></p>	<p><i>explain to a foreign friend how and where you work</i></p> <p><i>answer the questions of a client regarding your date and place of birth and your family</i></p>	<p>confirmation discussion general talk information negative response report request small talk</p>

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can understand the main topics of a short and simple telephone call and answer to them	<p><i>can answer a phone call in which a change of date is announced</i></p> <p><i>can tell a caller that the colleague will be back in two hours</i></p>	<p><i>explain to a foreign caller that your colleague is absent at the moment and that he will only be back only in a few hours</i></p>	<p>confirmation</p> <p>information</p> <p>negative response</p> <p>order</p> <p>report</p> <p>request</p>
can use in different everyday situations simple forms of greetings, questions, excuses, and gratitude	<p><i>can greet a client and ask if he has any requests</i></p> <p><i>can excuse himself for a wrong information</i></p>	<p><i>answer kindly the request of a client</i></p> <p><i>greet the client and ask if they have any requests</i></p> <p><i>excuse yourself that a given information was not correct</i></p>	<p>confirmation</p> <p>information</p> <p>invitation</p> <p>negative response</p> <p>request</p> <p>small talk</p>
can make simple proposals in professionally known situations and react to proposals made by others; can also give alternatives, can accept or refuse	<p><i>can make a proposal during a talk with a client regarding the agenda of the day</i></p> <p><i>can explain which activities in which order are planned</i></p>	<p><i>tell the tourists why you propose a change in the programme for the day(*)</i></p>	<p>advice</p> <p>discussion</p> <p>general talk</p> <p>negative response</p> <p>report</p> <p>small talk</p>
can in simple, formal situations understand important information and give answers if asked directly	<p><i>can understand what interests the guest and ask what they would like to do first</i></p>	<p><i>explain to the client the duration and the details of a city tour (*)</i></p>	<p>advice</p> <p>discussion</p> <p>general talk</p> <p>information</p> <p>report</p>
can express feelings like fear or joy in a very simple way and answer questions regarding this	<p><i>can tell to a client that he/she is happy to see him/her again</i></p>	<p><i>tell the guest how happy you are to see him again</i></p>	<p>discussion</p> <p>general talk</p> <p>negative response</p> <p>small talk</p>

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<p>can react in a simple way in a everyday talk to affirmations regarding opinions or preferences and indifferences</p>	<p><i>can explain why the guest should do a certain free time activity</i></p> <p><i>can tell which work he/she does readily in his/her company and what he/she is particularly good in</i></p>	<p><i>tell a foreign colleague what kind of work you prefer to do (and what you don't like)</i></p>	<p>general talk information report small talk</p>
<p>can ask for repetition or explanations in everyday situations if something is not quite clear</p>	<p><i>can ask the guest to explain a question with an example</i></p> <p><i>can ask a tourist to repeat the names of the single places he/she wants to visit</i></p> <p><i>can ask his/her counterpart to repeat what he/she has said</i></p>	<p><i>ask the tourist to repeat what he/she would like to do today</i></p> <p><i>ask your client to repeat what he /she said because you didn't understand well</i></p>	<p>general talk information request small talk</p>
<p>can tell from a plan indicating the details in a simple way</p>	<p><i>can explain to a client the programme of a journey he/she booked</i></p>	<p><i>explain to your client the details of the journey he/she booked (*)</i></p>	<p>report account</p>
<p>can pass on important information from simple non native texts regarding known topics to other persons in their common language</p>	<p><i>can pass on the most important information from a foreign language memo regarding a meeting (i.e. what? who? why? when? where?) to a colleague in his/her common language</i></p> <p><i>can pass on parts of an official letter written in a foreign language to a colleague in his/her common language</i></p>	<p><i>explain to a colleague the main topics of this text, written in the foreign language (*)</i></p> <p><i>tell your colleague what is written on this foreign internet page (*)</i></p>	<p>brochure confirmation invitation order letter report written notice</p>

Can-do-Statements A2 – travel agent

can pass on single parts from orally given indications or announcements with simple words in the foreign language	<i>can summarise instructions given in the native language regarding a tour (i.e. the shortest way to the destination) for a foreign tourist</i>	<i>explain to a guest what a native colleague has told you (*)</i>	announcement information report news
can pass on from texts, inscriptions etc. written in your native the most important information to a tourist	<i>can pass on in simple words some information from a brochure (i.e. dates, times, places ecc.) in the language of the tourist</i> <i>can pass on the main information in a newspaper article regarding an event with simple words in the language of the client</i>	<i>answer a client's questions regarding the content of this brochure (*)</i>	brochure form list price list time table written note
can pass on the most important parts from official and/or private correspondence with simple words in the foreign language	<i>can explain the subject and main information of an official native letter to a foreign trainee in his/her language</i> <i>can pass on at his/her place of work the most important parts of an e-mail order written in a foreign language to a colleague in his/her common language</i>	<i>explain to the foreign trainee in your hotel the content of an official letter in his/her language (*)</i> <i>explain to a colleague what the e-mail means which is written in the foreign language (*)</i>	confirmation form invitation negative response order personal letter report request written notice
can pass on in a conversation between a native speaker and a foreigner the most important information in both languages	<i>can pass on in a talk on the street between a tourist and a native speaker questions and answers in both languages in a basic way</i>	<i>mediate in the talk between a native speaker and a tourist (*)</i>	advice complaint discussion general talk information invitation small talk

WRITING

can describe known, professionally relevant facts in a simple but comprehensible way	<p><i>can briefly describe a destination</i></p> <p><i>can describe the equipment of a hotel room</i></p>	<p><i>describe a new hotel for a brochure with the help of key words</i></p>	<p>brochure</p> <p>report</p> <p>written notice</p>
can make short and simple descriptions of personal experiences, events and own activities	<p><i>can describe how people celebrate a certain special event (i.e. a religious commemoration)</i></p>	<p><i>describe with the help of key words an important festivity in your city</i></p>	<p>report</p> <p>personal letter</p>
can write about everyday issues and express his/her opinion about it in a simple way	<p><i>can describe which work he/she does and what he/she likes or dislikes in it</i></p> <p><i>can describe travel destinations or parts of it</i></p>	<p><i>describe with the help of key words a hotel and specify its advantages and disadvantages</i></p> <p><i>describe with the help of key words your present work and specify its advantages and disadvantages</i></p>	<p>composition</p> <p>personal letter</p>
can write down important information in known professional situations	<p><i>can write a note for a foreign colleague</i></p> <p><i>can write down what has to be discussed during a conference</i></p>	<p><i>write a short report for a foreign client with the help of key words</i></p> <p><i>write a note for your boss who is not a native speaker with the help of key words</i></p>	<p>written notice</p> <p>list</p>

Can-do-Statements A2 – travel agent

<p>can give and ask short information regarding known subjects</p>	<p><i>can explain in writing to a foreign colleague where he/she lives and how to get there</i></p> <p><i>can ask in writing a foreign colleague how to do a certain work</i></p> <p><i>can pass on to a colleague who is absent a note with certain information</i></p>	<p><i>write a note with the help of key words to a foreign colleague with which you ask him for certain things</i></p> <p><i>hand over to a foreign colleague a short report with the help of key words</i></p>	<p>confirmation negative response order report request written note</p>
<p>can write simple personal letters, postcards and e-mails and exchange with them professional information</p>	<p><i>can ask a hotel for certain information by e-mail</i></p> <p><i>can express gratitude to a colleague for a favour in a short letter</i></p> <p><i>can send a simple e-mail with professional news to a foreign colleague</i></p>	<p><i>write an e-mail to a foreign hotel with the help of key words and ask for more precise information regarding the location</i></p> <p><i>write an e-mail to a foreign colleague with the help of key words and inform him/her about certain news</i></p>	<p>confirmation invitation negative response letter report request</p>
<p>can use in official correspondence salutations, forms of address, forms of gratitude etc.</p>	<p><i>can insert in a written request the correct form of address and salutations</i></p> <p><i>can write a simple letter giving relevant information</i></p> <p><i>can react to a invitation regarding a formal meeting</i></p>	<p><i>explain which official salutations and form of address have to be used in a letter</i></p> <p><i>express thanks with a letter for an invitation with the help of key words</i></p>	<p>confirmation invitation letter negative response order report request</p>
<p>can write down with the help of text blocks or samples information regarding known subjects</p>	<p><i>can give information about a certain journey</i></p> <p><i>can write with the help of an example a letter as an answer to a request</i></p> <p><i>can write with the help of an example a CV in tabular form</i></p>	<p><i>write with the help of key words a short description of a round trip</i></p> <p><i>write a CV in tabular form with the help of key words</i></p>	<p>biography CV order report request</p>

Can-do-Statements A2 – travel agent

<p>can write down short plans and tasks in simple form</p>	<p><i>can write down after a meeting the work plan for the next day for a colleague</i></p> <p><i>can write down what he/she would like to do when visiting a certain city</i></p>	<p><i>write down what a foreign colleague should do in the next days with the help of key words</i></p> <p><i>write down for a foreign colleague what you would like to do when visiting his/her city with the help of key words</i></p>	<p>request written note</p>
<p>can make short and simple descriptions about professional experiences, events and own activities</p>	<p><i>can write a simple text about the work done in the last week</i></p> <p><i>can describe how a special event is celebrated (i.e. a religious commemoration)</i></p>	<p><i>write a short report about last weeks work for your foreign boss with the help of key words</i></p> <p><i>describe how a certain event is celebrated with the help of key words</i></p>	<p>account personal letter report</p>

LISTENING

(this part is normally connected with SPEAKING during lessons or examinations; the situation in an exam should be arranged consequently. In the column “example for examination“ we therefore put relevant situations)

<p>can understand in known situations simple information and numbers</p>	<p><i>can understand prices</i></p> <p><i>can as a travel agent understand the announcement of a client that he/she will start his/her trip at a certain day</i></p>	<p><i>to pay a bill</i></p> <p><i>to accept a reservation etc.</i></p> <p><i>to talk to a client about a round trip</i></p>	<p>advice announcement information invitation negative response order product information program (visit,...) report request</p>
<p>can understand in everyday situations simple indications / orders</p>	<p><i>can understand what he/she should do in a certain situation</i></p>	<p><i>to answer to the request of a tourist</i></p> <p><i>to listen to the problems of a client</i></p>	<p>order</p>
<p>can understand during a conversation in his/her presence the subject if the people speak slowly and clearly in standard language</p>	<p><i>can understand as a listener what tourists are saying about themselves</i></p> <p><i>can understand during a conversation in his/her company indications regarding an order</i></p>	<p><i>to listen to the talk between two foreign tourists and briefly summarise its content</i></p> <p><i>to listen to a talk and repeat the numbers and data given</i></p>	<p>advice discussion general talk information small talk</p>

Can-do-Statements A2 – travel agent

<p>can understand the most important facts regarding a known topic if it is supported by pictures and/ or gestures</p>	<p><i>can understand simple information which are given by a client of a travel agency</i></p>	<p><i>to understand the questions of a client in a travel agency regarding a brochure</i></p>	<p>announcement discourse suggestion summary</p>
<p>can follow the main topics of a simple and everyday story</p>	<p><i>can understand in a report about a journey where the tourist have been and what he did there</i></p> <p><i>can understand as a listener in which places a story came to pass and what happened</i></p> <p><i>can understand parts of a simple story told by a guest or client</i></p>	<p><i>to understand a short travel report of a client or guest</i></p>	<p>report guided tour</p>

READING

(during lessons or examinations always combined with other skills like *WRITING* or *SPEAKING*)

can find und understand in simple everyday texts specific information which can be expected	<p><i>can find in a brochure if the offer could be interesting for his/her own professional activities</i></p> <p><i>can extract details from a briefing paper</i></p>	<p><i>look in the text for the information your boss asked you for and briefly answer the questions (*)</i></p>	<p>advertising brochure report written note</p>
can find in lists regarding known topics specific information and extract the information he/she is looking for	<p><i>can find in a list certain information about a particular service</i></p> <p><i>can extract from a time table possible combinations for a journey by train</i></p>	<p><i>look in the text for the information you have been asked for and briefly answer the questions (*)</i></p>	<p>list time table</p>
can understand in texts with images and other word-design-combinations the main information	<p><i>can identify in a brochure the main topics also with the help of pictures, diagrams, images etc.</i></p> <p><i>can understand certain basic information in an info paper</i></p>	<p><i>look in the text for the information your boss asked you for and briefly answer the questions (*)</i></p>	<p>advertising article brochure menu report</p>
can extract from short newspaper articles which contain a great number of names, numbers, headlines, and images the most important information	<p><i>can extract from a newspaper article details about an accident</i></p> <p><i>can extract from the report about the opening of a new hotel the most important information</i></p>	<p><i>look in the text for the information your boss asked you for and briefly answer the questions (*)</i></p>	<p>article headline newspaper article report</p>

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can understand the general content of short, simply structured stories	<p><i>can understand in a short story the most important events which happen during a journey</i></p> <p><i>can understand in a short description what were the main attractions in a certain country /place</i></p>	<p><i>delineate the general content of the text(*)</i></p> <p><i>look in the text for the information your boss asked you for and answer shortly the questions (*)</i></p>	account biography
can extract the most important information from simple letters etc.	<i>can understand a routine information which contains simple indications</i>	<i>delineate the general content of the text(*)</i>	bill confirmation negative response offer request
can understand simple instructions, if they are presented step by step and supported by images	<p><i>can understand the instructions for a task to be completed autonomously</i></p> <p><i>can follow simple indications regarding the agenda of the day</i></p>	<i>quote what is asked for by the text regarding the reader (*)</i>	form written note signpost
can understand simple documents or short reports regarding known topics	<p><i>can extract from a document what will be the main tasks treated during the single appointments</i></p> <p><i>can understand in a programme for a group tour the places of the journey, the places to be visited and the supporting programme</i></p>	<i>look in the text for the information you have been asked for and answer shortly the questions (*)</i>	article report

Can-do-Statements A2 – travel agent

<p>can extract important information from simply and clearly formulated advertising in newspapers with few abbreviations</p>	<p><i>can understand from an advertisement the number of rooms, the size, and the prices of a hotel</i></p> <p><i>can check in a job advertisement if the job offered could be interesting for him/her</i></p>	<p><i>look in the text for the information you have been asked for and briefly answer the questions (*)</i></p>	<p>announcement advertising</p>
<p>can understand the general content in a short, simply structured story</p>	<p><i>can understand what happened in a short story</i></p> <p><i>can understand from a short description the most important events</i></p> <p><i>can understand from a short report the most important information about a traditional festival</i></p>	<p><i>give a short summary (with the help of given indications) of the most important topics of the text (*)</i></p>	<p>account biography composition</p>