

SLEST

Standardized Model

for Linguistic Capacities in Foreign Languages

Level 2 (B1) - receptionist

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General Can-do-Statements

SPEAKING

Can express him-/herself with a sufficiently vast repertoire of words and expressions and sometimes with the help of paraphrases about most topics of everyday life (i.e. family, hobbies, personal interests, work, journeys, etc.).

Can connect single elements in an account to a complete story.

Can apply his/her knowledge of the foreign language in a way that the content is very comprehensible even if clear mother tongue influences regarding grammar and vocabulary are present.

Can apply a broad range of simpler linguistic means in a flexible way, in order to be able to express most of what he/she wants to say and to vary his/her expressions.

Can express him-/herself in a simple but coherent way about known topics and personal fields of interest.

Can express him-/herself relative fluently and comprehensibly, although he/she makes pauses to plan and/or correct his/her expressions, especially when speaking for a longer time.

Can express him-/herself generally in a clear and comprehensible way, although sometimes a foreign accent is audible and the wrong intonation is used.

Can connect his/her expressions with different connecting words; longer talks might remain disconnected.

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Can participate in general discussions if the persons speak clearly; he/she might sometimes ask for repetition of certain words or expressions.

Can communicate correctly in well-known everyday situations with a repertoire of standard expressions.

Can speak - in spite of clearly discernible influences of the mother tongue - in a way that his/her interlocutor has to ask for repetition only now and then.

Can initiate and carry out a simple conversation about known topics.

Can communicate to foreigners - with simple expressions or with the help of paraphrases - the main topics from oral texts in the mother tongue regarding topics of personal or general interest, even if he/she needs the help of the interlocutor in formulating exact sentences.

Can pass on the most important contents of written mother tongue texts of personal or general interest with simple formulations and sometimes with the help of paraphrases to foreigners in their language, even if he/she needs sometimes the help of the interlocutor and/or a dictionary.

Can pass on, during or after a mother tongue conversation regarding topics of personal or general interest if clear standard language is spoken, single words or whole expressions to foreigners in their language.

Can communicate important questions and answers regarding topics of everyday life (i.e. family, hobbies, personal interests, work, journeys, etc.) in simple conversations between foreigners and native speakers and pass on important information in both languages, if the foreign interlocutor speaks clear standard language.

Can pass on important messages with simple words in both languages (sometimes with the help of paraphrases) in conversations between native speakers and foreigners, even if the foreign interlocutor has to ask for clarification every now and then.

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WRITING

Can - in everyday situations - write down notes using keywords sufficiently correctly with a decent quantity of vocabulary.

Can correspond sufficiently with private pen-friends, writing about events, feelings and wishes.

Can apply his/her orthographic expertise in a way that he/she only makes occasional errors which may cause misunderstanding.

Can write, thanks to a sufficiently vast repertoire of words and expressions and sometimes with the help of paraphrases about most topics in his/her own everyday life (i.e. family, hobbies, personal interests, work, journeys, etc.).

Can use a broad range of simple linguistic means in a flexible way, in order to express most of the things he/she wants to say.

Can write simple, coherent texts or lists of key words about known topics and the personal field of interest.

Can write a composition regarding a known topic, emphasizing the main issues.

Can connect in his/her text the main issues with connecting words, whilst longer passages may remain inconsistent.

Can write down, with key words, important topics of simple texts in the foreign language for native speakers in his/her common language.

Can summarize in his/her language (possibly with the help of a dictionary) important topics of foreign texts of personal or general interest.

Can write down with simple words in the foreign language important issues from oral or written mother tongue texts regarding topics of personal or general interest.

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LISTENING

Can understand, thanks to a sufficiently vast vocabulary, many expressions regarding topics of everyday life (i.e. family, hobbies, personal interests, work, journeys, etc.).

Can understand frequently used idiomatic expressions in everyday situations.

Can understand the main issues also in longer passages if standard language is spoken and the subjects are known (work, school, free time, etc.).

Can generally follow the main issues in a longer conversation in his/her presence if clear standard language is spoken.

Can understand, possibly with some difficulty, what is said in his/her presence, but he/she might have problems to participate in conversations with foreigners, if they don't speak clearly and slowly in the foreign language.

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READING

Can understand many texts written in the foreign language if the issues regard everyday life (i.e. family, hobbies, personal interests, work, journeys, etc.).

Can understand frequently used expressions in texts of general interest.

Can understand sufficiently non complicated texts regarding topics from his/her field of interest.

Can summarize for foreigners the most important contents of mother tongue texts of personal or general interest in their language (possibly with the help of a dictionary).

Detailed SLEST Can-do-Statements¹

SPEAKING

SLEST can-do-statements	example	example for examination ²	texts
can exchange information from his/her field of interest	<p><i>can make short requests on the phone regarding products and his/her work and ask and answer questions</i></p> <p><i>can, during a conversation, inform others about his/her work and ask other people questions regarding their job</i></p> <p><i>can describe his/her vocational training and ask others regarding their instructions</i></p> <p><i>can exchange information about current affairs with a group of tourists</i></p>	<p><i>tell a foreign colleague about the tasks you normally have to fulfil in your job (*)</i></p> <p><i>give your future boss information about your training in his language</i></p> <p><i>answer questions from tourists who ask questions about the tour you are guiding at this moment (*)</i></p>	<p>conference</p> <p>discussion</p> <p>information</p> <p>order</p> <p>refuse</p> <p>request</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

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<p>can express feelings and can react to corresponding expressions of others</p>	<p><i>can express his/her surprise</i></p> <p><i>can explain to a client that one thinks that he/she misunderstood something</i></p> <p><i>can express his/her indignation regarding a person or an action and can react to the indignation of others</i></p>	<p><i>explain to a tourist why his/her continuous late arrival causes problems to the group</i></p> <p><i>explain to a client that a certain statement was not related to her</i></p> <p><i>answer to the indignation of a foreign colleague about information which arrives regularly late</i></p>	<p>complaint conversation discussion refuse small talk</p>
<p>can express his/her opinion and make proposals when problems arise and decisions have to be taken</p>	<p><i>can make proposals how to resolve a certain task</i></p> <p><i>can help a guest who has to part premature how to settle certain formalities</i></p>	<p><i>indicate to a hotel guest alternatives to a room which is already booked</i></p>	<p>complaint discussion conversation note small talk</p>
<p>can give advice in simple matters</p>	<p><i>can recommend something to a client in his/her area of responsibility</i></p> <p><i>can recommend a certain room to a guest</i></p>	<p><i>convince a guest of your hotel about the advantages of a certain room (*)</i></p>	<p>consultation conversation note small talk</p>
<p>can, in a conversation, answer questions about known topics</p>	<p><i>can answer during a presentation questions regarding his/her training</i></p>	<p><i>give clear answers to a tourist regarding his/her questions about the agenda of the day (*)</i></p>	<p>application conversation discussion information small talk</p>

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<p>can handle with success most situations on his/her job</p>	<p><i>can give information about tourist destinations, restaurants etc. to a hotel guest</i></p> <p><i>can explain how to reach a certain location by public transport</i></p> <p><i>can inform about the running-time and tickets</i></p>	<p><i>explain exactly to a guest how to reach a certain location from the main station (*)</i></p> <p><i>answer questions regarding certain restaurants (*)</i></p>	<p>complaint consultation conversation information order refuse request small talk</p>
<p>can check and confirm certain precise information</p>	<p><i>can confirm the correctness of a bill</i></p> <p><i>can add further and more precise information (to monuments, restaurants, events etc.)</i></p>	<p><i>explain to the guest/client precisely why the bill is correct (*)</i></p> <p><i>explain to a guest/client why his information regarding a certain restaurant is wrong (*)</i></p>	<p>confirmation conversation information notification request small talk</p>
<p>can participate without further notice in a conversation regarding known topics</p>	<p><i>can participate in the conversation about experiences made during journies</i></p>	<p><i>express during a conversation your personal opinion about a certain destination</i></p> <p><i>Talk with a guest about your experiences with restaurants in other countries</i></p>	<p>consultation conversation discussion information small talk</p>
<p>can participate in formal conversations expressing personal opinions</p>	<p><i>can express his/her opinion about a certain destination and comment the opinion of others</i></p> <p><i>can discuss with others about a certain work he/she has done</i></p>	<p><i>explain to a tourist what you liked/ didn't like in a certain destination and react to his/her answer</i></p> <p><i>talk about yesterday's work with a foreign colleague (*)</i></p>	<p>discussion</p>

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<p>can make a phone call relatively fluently, giving or answering certain information</p>	<p><i>can give information on the phone in a comprehensible way, answer questions and give simple indications</i></p> <p><i>can answer the questions of hotel guests on the phone</i></p>	<p><i>inform a client by phone about an important change and answer his/her questions (*)</i></p> <p><i>answer on the phone the questions of a guest regarding a planned stay in your hotel (*)</i></p>	<p>confirmation information notification order order refuse request</p>
<p>can describe subjects of personal interest or persons in a simple and clear way</p>	<p><i>can describe his/her home city</i></p> <p><i>can describe certain culinary specialties of his/her region</i></p> <p><i>can describe his/her workplace</i></p>	<p><i>describe most interesting parts of your home town to a guest</i></p> <p><i>describe the culinary specialties of your region to a guest</i></p> <p><i>describe your workplace to a foreign colleague</i></p>	<p>conversation discussion information notification report small talk</p>
<p>can give reasons for his/her opinions, plans or actions</p>	<p><i>can explain and give reasons for his/her actions at work</i></p> <p><i>can express and give reasons for his/her opinions to a client regarding his/her plans for the holidays</i></p> <p><i>can explain to a guest how one intends to resolve a certain problem</i></p>	<p><i>explain to a foreign colleague exactly what work will have to be done during the day (*)</i></p> <p><i>explain to a client the advantages and disadvantages of a certain journey she is interested in (*)</i></p> <p><i>explain to a guest how you think to resolve the problem regarding a concert which is sold out, and for which the client would like to have tickets</i></p>	<p>conference consultation conversation report small talk</p>
<p>can talk with sufficient precision about experiences and events, including possible reactions and opinions</p>	<p><i>can talk about a holiday and express his/her irritation regarding a certain problem</i></p> <p><i>can talk about experiences at his/her (former) work place</i></p>	<p><i>tell a client about an experience you made during a certain journey and answer to his questions regarding this (*)</i></p> <p><i>tell a foreign colleague about the experiences you made at your former workplace and answer questions (*)</i></p>	<p>comment conference consultation conversation report small talk</p>

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<p>can pass on simple information of direct importance and make clear which issues are the most significant ones</p>	<p><i>can give information about a destination and explain its most important advantages and disadvantages</i></p> <p><i>can explain briefly the work which has been completed and emphasize what still has to be done</i></p>	<p><i>tell a guest which destinations you would prefer and why</i></p> <p><i>explain to a client what you can see on a city tour and answer also his/her questions (*)</i></p>	<p>announcement conversation information notification report</p>
<p>can speak about general or specific topics from his/her area of responsibility in a comprehensible way and can express his/her opinion regarding this</p>	<p><i>can tell and comment on traditions of his/her home country</i></p> <p><i>can express his/her opinion about certain places</i></p> <p><i>can describe important issues which regard his/her home country to foreigners and express his/her opinion regarding this</i></p>	<p><i>explain to a guest an important event/ celebration/ festivity which will take place the next day (*)</i></p> <p><i>explain to a client eating habits and –times in your region (*)</i></p> <p><i>explain to a guest/ client why you (don't) like Paris</i></p>	<p>comment conversation report small talk story</p>
<p>can express assumptions in a comprehensible way</p>	<p><i>can make assumptions about the probable developments of the political situation in a certain country</i></p> <p><i>can describe photos in a brochure and express assumptions about what they show</i></p>	<p><i>look together with a client at certain photos in a brochure and speak with him about them (*)</i></p>	<p>comment conference conversation discussion small talk</p>
<p>can describe comprehensibly how to do certain tasks</p>	<p><i>can clearly explain how to use the features of a hotel</i></p>	<p><i>explain to a guest in full board the different mealtimes (*)</i></p>	<p>information</p>

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<p>can give information or express ideas comprehensibly and support them with simple verdicts</p>	<p><i>can present shortly a restaurant, verifying also his/her critical point of view</i></p> <p><i>can present a certain hotel and explain why he/she likes (does not like) it</i></p>	<p><i>give a detailed description of your workplace and your work</i></p> <p><i>describe what you think of a certain restaurant (and why)</i></p>	<p>conversation comment presentation small talk statement</p>
<p>can indicate figures skilled and fluently</p>	<p><i>can indicate quantities and dates fluently</i></p> <p><i>can pass on information regarding persons (i.e. date of birth, phone number etc.) without major problems</i></p> <p><i>can give indications presented as percentages regarding his/her home country (i.e. unemployed people, university students etc.) fluently</i></p>	<p><i>(there is no precise task for him; these issues have to be included in other parts of the examination)</i></p>	<p>consultation conversation information notification small talk statement</p>
<p>can pass on sufficiently precise important parts of a longer oral text, expressed by a non native speaker about known topics or from the own professional area to other persons in your common language</p>	<p><i>can pass on to native speakers a request expressed by a non native speaker</i></p> <p><i>can pass on important information regarding a new product to his/her boss in the common language</i></p>	<p><i>pass on to your boss in the common language what your foreign colleague has told you in his language (*)</i></p> <p><i>pass on to the chef in your common language what a guest told you in her language about the food (*)</i></p>	<p>announcement complaint conversation information notification refuse small talk</p>

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<p>can pass on important information from a conversation carried out in a foreign language about a known topic to persons in your common language</p>	<p><i>can pass on to a native colleague the content of a conversation between non native guests in his/her common language</i></p> <p><i>can pass on the main content of a discussion in a foreign language to a native colleague in his/her common language</i></p> <p><i>can pass on the requests of a foreign guest to a native speaker</i></p>	<p><i>explain to a native speaker what foreign clients have just spoken about (*)</i></p> <p><i>tell your native boss what your foreign colleagues are speaking about (*)</i></p>	<p>conference consultation conversation information small talk</p>
<p>can pass on to native speakers the content of written foreign texts in your common language</p>	<p><i>can pass on information from a foreign newspaper to native speakers in the common language</i></p> <p><i>can pass on the most important topics from a foreign brochure in the common language</i></p>	<p><i>summarize for your native speaker colleagues what is written in a newspaper article (*)</i></p> <p><i>explain details from a foreign brochure to your native speaker colleague (*)</i></p>	<p>announcement brochure complaint formulary information invitation note order</p>
<p>can pass on to other persons in the common language the main information of texts (letter, e-mail etc.) written in another language</p>	<p><i>can pass on in the common language the main topics from a letter written in a foreign language</i></p> <p><i>can pass on to a colleague important passages from a non native text in the common language</i></p>	<p><i>explain to your mother tongue boss what is written in this letter written in a foreign language (*)</i></p>	<p>brochure confirmation contract invitation letter (business) note offer order publicity report</p>

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<p>can pass on in a more simple way to non native speakers the most important information about subjects and facts of direct impact for the work, given orally in a foreign language</p>	<p><i>can during a short discussion with the boss summarize his words, expressed in the mother tongue, give the gist of the main information given to a non native colleague in his language</i></p> <p><i>can give the gist of certain information given at the reception by a native speaker to foreign tourists in their language</i></p>	<p><i>explain to your foreign colleague what the boss has just said (*)</i></p> <p><i>explain to the foreign hotel guests what the taxi driver wants from them (*)</i></p>	<p>announcement consultation conversation information order request small talk</p>
<p>can pass on to non-native speakers the summary of important information from a short oral announcement or notification given in the mother tongue</p>	<p><i>can pass on to the guests explanations given by a mother tongue colleague</i></p>	<p><i>explain in more simple words the mother tongue announcement to the tourists (*)</i></p> <p><i>explain to the hotel guest what your mother tongue colleague has just told you (*)</i></p>	<p>announcement complaint consultation invitation news notification refuse weather forecast</p>
<p>can pass on orally to foreigners simple information written in the mother tongue to foreigners in a comprehensible way</p>	<p><i>can pass on the main indications from a mother tongue text to a foreign guest in his language</i></p> <p><i>can explain to a foreign client in her language the main information given in a mother tongue brochure</i></p>	<p><i>explain to the client what is written in this brochure (*)</i></p> <p><i>explain to the client the details of this time table (*)</i></p>	<p>brochure formulary invitation note notification order ticket time table travel guide</p>

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<p>can pass on during a conversation between foreigners and native speakers regarding a known topic the most important information alternately in both languages (much more simple in the foreign language)</p>	<p><i>can pass on in a conversation of a foreign client and a mother tongue visitor important information alternately in both languages</i></p>	<p><i>mediate in a conversation between a native speaker and a foreign colleague (*)</i></p>	<p>complaint consultation conversation information invitation order</p>
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WRITING

<p>can exchange information about known topics or subjects from his/her sphere of activity.</p>	<p><i>can make and answer short written requests about products or activities</i></p> <p><i>can give information about his/her own work and ask questions about the work of others</i></p> <p><i>can describe in a letter his/her professional training and ask others questions regarding their training.</i></p>	<p><i>describe the company in which you work (hotel; travel agency etc.) (*)</i></p> <p><i>describe the course of your vocational training (*)</i></p> <p><i>describe briefly the activities you have to accomplish in your work normally</i></p>	<p>application complaint confirmation invitation letter (business) notification order refuse request</p>
<p>can pass on or explain short, simple information, tasks or problems</p>	<p><i>can pass on a modification regarding an appointment and give reasons for it</i></p> <p><i>can pass on important arrangements by e-mail</i></p> <p><i>can explain to a guest why the room he /she asked for at a certain date is not available</i></p>	<p><i>write an e-mail (please look at the chart for the exact task; i.e. answer a request by a hotel guest) (*)</i></p> <p><i>answer the questions which a client asked you in a letter (*)</i></p>	<p>complaint confirmation letter (business) notification order refuse reminder request</p>
<p>can complain about simple facts</p>	<p><i>can complain in a letter about a deadline not met</i></p> <p><i>can complain in writing about goods which have been misdelivered</i></p> <p><i>can query by e-mail a wrong bill or a bad service</i></p>	<p><i>complain to a tour organisation about the bad service during a journey (*)</i></p> <p><i>complain by e-mail about an agreement not met (*)</i></p>	<p>complaint</p>

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can ask for more precise information regarding a certain product	<p><i>can declare his/her interest about a certain product and ask for more information</i></p> <p><i>can ask a client for more detailed information regarding a reservation</i></p>	<p><i>ask by e-mail for more precise information regarding a hotel (see chart) (*)</i>.</p> <p><i>ask a guest in an e-mail for more precise information regarding his/her reservation (*)</i></p>	request
can check and confirm information	<p><i>can confirm a reservation by e-mail</i></p> <p><i>can confirm in an official letter the conditions of a contract</i></p> <p><i>can ask by fax for a price list</i></p>	<p><i>confirm by e-mail the reservation of a guest (*)</i></p> <p><i>ask a company by fax if the previously fixed prices and conditions are still valid (*)</i></p>	confirmation notification request
can write or answer a simple letter	<p><i>can write an application</i></p> <p><i>can write the answer to a reservation</i></p> <p><i>can write a reminder to a client</i></p>	<p><i>answer the reservation of a foreign guest (*)</i></p> <p><i>answer the letter of a foreign business partner (*)</i></p>	application bill complaint confirmation invitation offer order reminder request
can describe simply and clearly known issues or facts of personal interest	<p><i>can give a client short explanations in an e-mail regarding the hotel</i></p> <p><i>can describe to a client the cultural activities in his/her city in the next month</i></p> <p><i>can describe in a report his/her work(place)</i></p>	<p><i>answer the questions of a client by e-mail regarding a tour (*)</i></p> <p><i>answer the questions of a guest by fax regarding your hotel (*)</i></p> <p><i>describe shortly your workplace</i></p>	confirmation invitation notification paper report

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<p>can write sufficiently precisely about experiences and/ or events, describing also possible reactions and opinions</p>	<p><i>can pass on in a report information about own experiences during a journey and comment them</i></p> <p><i>can write for his foreign boss about his/her experiences on the workplace</i></p>	<p><i>tell shortly about your experiences during a stay in country xy (*)</i></p> <p><i>tell your foreign boss about certain problems with your work (*)</i></p>	<p>comment letter (business) paper report</p>
<p>can write down simple information of direct importance and make clear which issues are the most important ones</p>	<p><i>can describe in a short text the most important monuments of his/her city</i></p> <p><i>can explain in a short report the work which have been done and can illustrate what has still to be completed</i></p>	<p><i>describe shortly the most important monuments of your (region)</i></p> <p><i>describe in a short report for your foreign boss what you have done in the last week and what is still left to be completed (*)</i></p>	<p>announcement confirmation handout note notification offer order report</p>
<p>can write a simple text about common topics and about special matters of the own sphere of activity, expressing also personal opinions and points of view</p>	<p><i>can comment on problematic situations on his/her workplace</i></p> <p><i>can write about ones own wishes regarding the profession</i></p>	<p><i>write a short report for your foreign boss about the problems with a certain travel organisation (*)</i></p> <p><i>describe shortly how you see your own professional future</i></p>	<p>article comment letter (business) report statement</p>
<p>can summarize non complicated texts</p>	<p><i>can summarize important information from the internet and /or a brochure</i></p> <p><i>can summarize the results of a survey</i></p>	<p><i>summarize shortly what is written in the attached article about a survey amongst tourists (*)</i></p>	<p>article comment letter (business) statement</p>

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<p>can write a simply structured story in chronological order</p>	<p><i>can write a story about what happened during his/her first journey abroad</i></p> <p><i>can write about his/her own experiences at his/her workplace in the last year</i></p>	<p><i>write about your experiences during a stay in a foreign country (*)</i></p> <p><i>write about your experiences at a former workplace (*)</i></p>	<p>letter (business) story</p>
<p>can take notes regarding a known topic which are sufficiently complete to be used in future</p>	<p><i>can write down the most important information during a lecture in key words.</i></p> <p><i>can write down the most important results of a conference</i></p>	<p><i>write notes for a foreign colleague about the main subjects of a lecture (*)</i></p> <p><i>write down notes for your boss regarding the results of a conference (*)</i></p>	<p>summary note</p>
<p>can write down important statements of a written foreign text regarding matters of personal or professional interest in his/her language</p>	<p><i>can write down important information given in a foreign newspaper article regarding the situation of a country for a mother tongue colleague</i></p> <p><i>can write down important topics from a foreign language brochure for a colleague in the common language</i></p> <p><i>can write down important information from a foreign language internet page for his/her boss in the common language</i></p>	<p><i>summarize the most important information of the attached newspaper article in your mother tongue (*)</i></p> <p><i>write a detailed note in your mother tongue for your boss about the content of the attached internet pages (*)</i></p>	<p>advertising article brochure headline interview list notification paper product information register report statistics timetable travel guide weather forecast</p>

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<p>can write down important information given in mother tongue texts for foreigners in simple words in their language</p>	<p><i>can write down important information given in a mother tongue article for a foreign client with key words in his/her language</i></p> <p><i>can write down important information from a mother tongue brochure for his/her foreign boss in key words in his/her language</i></p>	<p><i>write for your foreign colleague a short summary of the attached text (*)</i></p> <p><i>write for your foreign boss a short report about the content of the attached brochure (*)</i></p>	<p>announcement article brochure newspaper article paper report reportage travel guide</p>
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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 simple information of direct importance</p>	<p><i>can understand on the phone simple information about arrival times or meeting points</i></p> <p><i>can understand at the reception which information a guest wants to leave for another visitor</i></p>	<p><i>phone call with client/ guest</i></p> <p><i>direct conversation with client/ guest</i></p>	<p>announcement confirmation information invitation news notification order refuse request</p>
<p>can understand the description of known subjects or issues from the personal area of activity</p>	<p><i>can understand during a presentation of an innovative product the description of the new features</i></p> <p><i>can understand the main information of a travel report</i></p> <p><i>can understand in a lecture in his/he area of activity the most important topics</i></p>	<p><i>presentation of a new product</i></p> <p><i>listening to a travel report</i></p> <p><i>lecture regarding a known topic</i></p>	<p>comment lecture order report story</p>
<p>can understand concrete indications and instructions</p>	<p><i>can take a phone order containing simple data (i.e. amount or time)</i></p> <p><i>can understand at his/her workplace instructions given by the boss</i></p>	<p><i>take an order / an instruction / a request</i></p>	<p>application order request</p>

Can-do-Statements B1 - receptionist

<p>can understand in great lines a conversation about current affairs or from the personal area of activity</p>	<p><i>can understand in a conversation between colleagues the most important topics</i></p> <p><i>can understand in a conversation the pros and cons for a journey in a certain country</i></p>	<p><i>understand the general content of a conversation</i></p>	<p>comment conference consultation conversation discussion news statement</p>
<p>can understand during a longer conversation regarding interesting topics for him/her the main issues if the interlocutors speak clear standard language</p>	<p><i>can follow a conversation regarding the introduction / presentation of a new product</i></p> <p><i>can understand during a conversation between clients their requests</i></p>	<p><i>understand the general content of a conversation</i></p>	<p>complaint conference consultation conversation discussion information small talk</p>
<p>can understand the general statements and the most important information of short lectures and speeches about known topics if the content is not too difficult and presented in a clearly structured way</p>	<p><i>can understand during a presentation in his/her company which is the target group and the area of application for a new product</i></p> <p><i>can follow by and large a lecture during a vocational training course in the own area of activity</i></p>	<p><i>understand the general content of a speech / lecture / story etc.</i></p>	<p>comment information lecture presentation report statement story</p>
<p>can understand important information in simple announcements and notifications</p>	<p><i>can understand on the phone information when and where a client wants to travel</i></p> <p><i>can understand what a guest wants to inform him/her</i></p> <p><i>can understand that a guest wants to postpone his/her reservation</i></p>	<p><i>understand general information received by phone</i></p> <p><i>understand general requests, notifications etc.</i></p>	<p>announcement notification</p>

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can understand the most important details in a simple plot	<i>can understand in a TV documentary what the political situation in a certain country is like at the current time</i>	<i>can understand / follow reports, oral statements, stories etc. without greater problems</i>	report reportage statement story
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READING

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

<p>can search for needed information in longer texts regarding topical matters or questions regarding his/her own area of activity</p>	<p><i>can analyse different newspapers regarding the political situation in certain countries</i></p> <p><i>can search in a brochure for certain information</i></p> <p><i>can inform oneself about online-newspapers</i></p>	<p><i>look up the information regarding a written text given on the work folder and answer the corresponding questions (*)</i></p>	<p>article comment essay interview report reportage travel guide</p>
<p>can understand the most important information in everyday texts</p>	<p><i>can find information in a brochure by the tourist office about possibilities to spend the free time</i></p> <p><i>can understand in a publicity leaflet the kind of different offers</i></p> <p><i>can read a foreign time table</i></p>	<p><i>look up the information regarding a written text given on the work folder and answer the corresponding questions (*)</i></p>	<p>advertising brochure information note poster price list signpost time table</p>
<p>can understand descriptions or issues he/she is personally interested in</p>	<p><i>can understand a publicity leaflet the description of a product.</i></p> <p><i>can understand in a travel guide the main information regarding certain monuments</i></p> <p><i>can understand the main information in job offers</i></p>	<p><i>look up the information regarding a written text given on the work folder and answer the corresponding questions (*)</i></p>	<p>article brochure information inscription report story summary travel guide</p>

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<p>can understand in texts regarding topical or professional issues the main topics and statements</p>	<p><i>can understand in a newspaper article the most interesting facts</i></p> <p><i>can understand in a text the different subjects</i></p>	<p><i>look up the information regarding a written text given on the work folder and answer the corresponding questions (*)</i></p>	<p>article comment news report reportage statement</p>
<p>can understand simple letters etc.</p>	<p><i>can understand a written complaint of a former guest</i></p> <p><i>can understand an announcement regarding a certain product</i></p> <p><i>can understand in a letter of presentation what it is about and what is offered</i></p>	<p><i>look up the information regarding a written text given on the work folder and answer the corresponding questions (*)</i></p>	<p>announcement bill complaint confirmation invitation offer order publicity refuse request</p>
<p>can find in a report or newspaper article important facts and information (i.e. who did what and when)</p>	<p><i>can understand from a newspaper article what has happened when and where</i></p> <p><i>can understand from an article which information is given regarding a certain new hotel</i></p> <p><i>can understand from a record/ from minutes of a meeting who has taken which decisions</i></p>	<p><i>look up the information regarding a written text given on the work folder and answer the corresponding questions (*)</i></p>	<p>advertising announcement article brochure news newspaper article notification order report statement time table</p>

Can-do-Statements B1 - receptionist

can follow simple instructions	<i>can understand from an instruction leaflet of a certain medicine the times for taking</i> <i>can understand operating instructions in general</i> <i>can understand from a note written by a guest what he wants</i>	<i>look up the information regarding a written text given on the work folder and answer the corresponding questions (*)</i>	form label note signpost
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