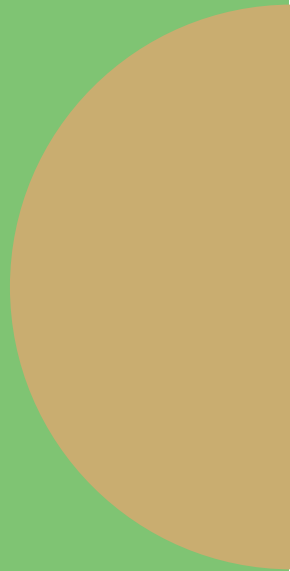


Clean Start

Basic Skills ESOL Workbook Entry Two



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Introduction - Entry Two

Cleaning Industry English Language Training Materials

These learning materials were developed during the 'Clean Start' project - a European Social Fund supported project - delivering English language training to the cleaning industry. Trainers and ESOL specialists involved with the project refined the teaching techniques through their experiences with the programme and this experience has been distilled into this series of easy-to-use workbooks. The workbooks have proven success in delivering the ESOL curriculum while also providing employees with a good grounding for their NVQ in Cleaning.

This Entry 2 workbook is one of a set of four covering the ESOL curriculum. Examples of Entry 1, 3 and Level 1 can also be seen on our website www.merton.ac.uk/content.asp?co=70

These workbooks are designed as work materials for tutors with students in a classroom setting. The materials can also be used to assess the students' learning and demonstrate achievement of specific ESOL/Basic Skills criteria to support a student's portfolio.

Each workbook covers all of the ESOL criteria at that level, and each worksheet is mapped to the ESOL curriculum. This is indicated in the box at the end of each task sheet where both tutor and student can sign and date when the criteria have been achieved. There is also a space for comments where the tutor can record feedback to the student.

Students taking the Entry 2 City & Guilds 3792 Certificate in Adult Literacy can use the materials to portfolio build, along with the City & Guilds Task.

Initial Assessment

Speaking and Listening

Listen to your tutor read the following words and circle the appropriate word or picture:

Monday

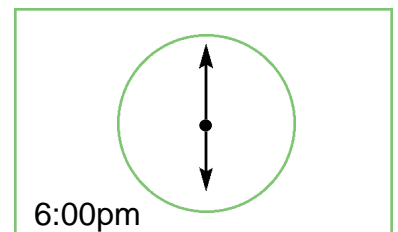
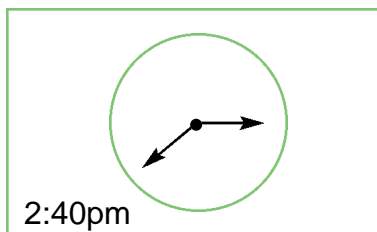
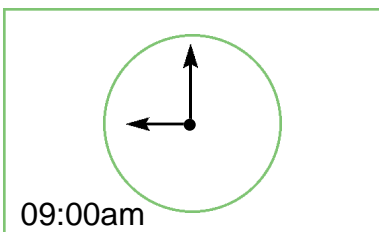
Wednesday

Friday

16

6

66



Answer the following questions that your tutor asks:

- What is your name?
- Where do you live?
- How old are you?
- Where do you work?

Initial Assessment

Read the note below that your supervisor has written:

Maria, please clean room 14. Please empty the bins and wipe the tables. Then put the cups and saucers in the kitchen. Thank you.

Find the words below in the note above and underline them:

wipe

kitchen

put

cups

clean

tables

Choose the correct answer to the statements below:

Maria will clean room 8

true/false

Maria needs to empty the bins

true/false

Maria should put the cups and saucers in the bathroom

true/false

Match the symbols with the correct words using arrows.

Toilets



Way Out



Harmful



Initial Assessment

Fill in the form below with your details using capital letters:

Surname:

First name:

Address:

.....

Postcode:

Telephone number:

Date of Birth (DOB):

Write about yourself in the space below. You could write about your family, your interests, your country or your job.

.....

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

.....

.....

.....

Task 1

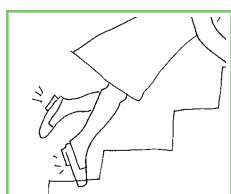
Reporting an accident

On Tuesday, 14th January at 9:45am you had an accident at work.

You were going up a flight of stairs, carrying a box,



then you tripped up,



and dropped the box.



You hurt your left knee



and your right shoulder.



The address of your workplace is 43 Brook House, Regents Place,
London NW1 8PG.

Q. What are you going to do next?

Tick the correct box

1 I am going to carry on working

2 I am going to speak to my supervisor to report the accident.

3 I will go to the hospital.

Complete the form below using BLOCK CAPITALS: (capital letters)

Accident Report Form

Date of accident:.....

Time of accident:.....

Address where accident occurred:.....

Full name of person involved:

Mr/ Mrs/ Miss/ Ms:.....

Address:.....

Postcode:.....

Date of Birth: (DOB).....

Nationality:.....

Description of accident:.....

.....

.....

Signed:.....

Date:.....

Witness' Signature:.....

Date:.....

Achieved

Rw/E2.1

Wt/E2.1

Ww/E2.1

Tutor Signature:..... Date:.....

Student Signature:..... Date:.....

Tutor Comments:.....

Task 2

Simple Past

You were reporting an accident that happened in the past.

Usually when we add 'ed' to the end of a verb we know that the event happened in the past, before now.

For example:

Yesterday I **cleaned** five rooms.

Last week I **started** work at 6am.

Fill in the spaces below with the correct words from the box:

telephoned

worked

washed

listened

started

- 1 This morning I to my supervisor.
- 2 Last Wednesday I the floor in the kitchen.
- 3 Yesterday I from 6am until 2pm.
- 4 I my manager on Monday.
- 5 Last week I a new job.

Task 2

Not all verbs in the past follow this rule. Some are **irregular**.

For example

Yesterday, I **spoke** to my supervisor. **X**

Yesterday, I **spoke** to my supervisor. **✓**

Here are some more irregular verbs in the past:

Choose the correct word for the sentence.

Present

Past

Every day I <input type="text"/> the bins and the rubbish outside.	Yesterday I <input type="text"/> the bins and the rubbish outside.
Every day I <input type="text"/> my car to work, <input type="text"/> it is quicker.	Yesterday I <input type="text"/> my car to work, <input type="text"/> it is quicker.
Every day I <input type="text"/> a sandwich from the supermarket <input type="text"/> eat it	Yesterday I <input type="text"/> a sandwich from the supermarket <input type="text"/> ate it
Every day I <input type="text"/> always early for work, <input type="text"/> get home late.	Yesterday I <input type="text"/> always early for work, <input type="text"/> got home late.

bought

buy

am

took

take

drive

drove

as

as

but

but

was

and

and

Achieved

Ws/E2.1

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 3

This is what Paula does at work **every morning**:

Everyday I start work at 7am and always speak to my supervisor. Firstly, I clean the glass doors at Reception and polish the handles with brass cleaner. My colleague and I clean the kitchen floor. I have a break at 9:30am. During my break I read the newspaper. After that I mop the toilet floors on the 3rd and 4th floors. Finally I empty the rubbish from every office.

Read the following statements. Are they true(✓) or false(X)

	✓	X		✓	X
Paula starts work at 7am.			During her break Paula reads a book.		
Paula cleans the kitchen alone.			Paula uses brass cleaner to clean the handles on the glass doors.		

Task 3

Now choose the correct words below to write about what Paula did **yesterday**:

started	had	read	mopped
cleaned	polished	emptied	
cleaned	brass cleaner	spoke	

Yesterday I work at 7am. I to my supervisor.

Firstly, I the glass doors at Reception and

the handles with My colleague and I then

..... the kitchen floor. I a break at 9:30am.

During my break I the newspaper. After that I

the toilet floors on the 3rd and 4th floors. Finally I the rubbish

from every office.

Task 3

Put the words below in the correct order to make a sentence **in the past**:

Make sure each sentence starts with a capital letter and ends with a full stop (.) or question mark (?)

you have the kitchen yet cleaned

.....

the floor yesterday mopped i kitchen in the

.....

you did take table to 4 room the

.....

last I shift finished my 11 night at o'clock

.....

Achieved

Rt/E2.2

Rs/E2.1

Ws/E2.3

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 4

How to wash a wall

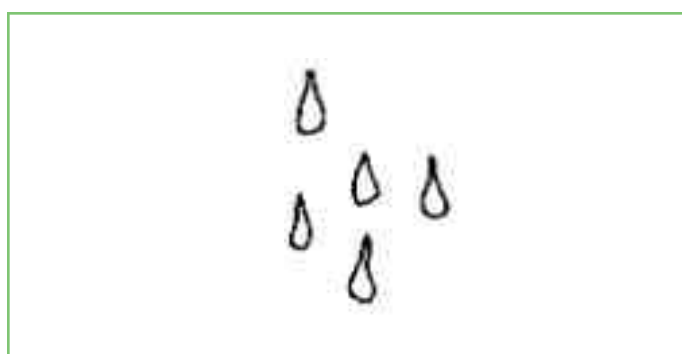
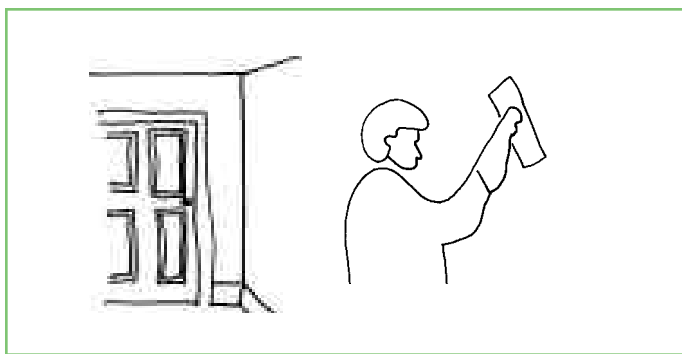
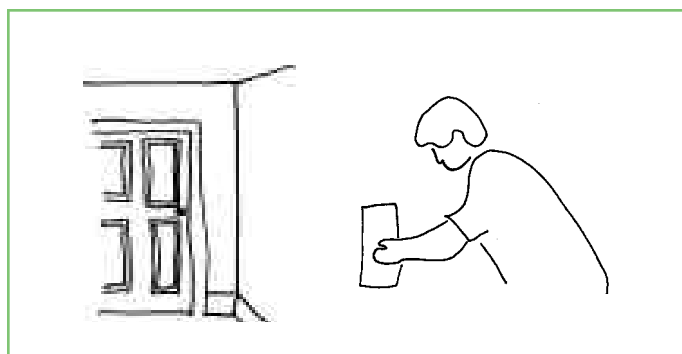
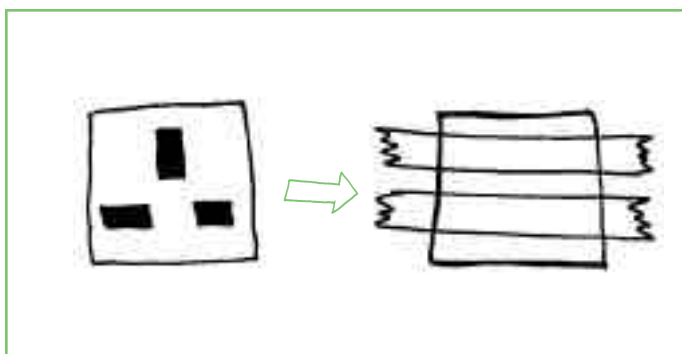
Match the sentences below with the correct pictures:

Cover the sockets with tape.

Wash the walls starting from the bottom to the top.

Rinse the wall starting from the top to the bottom.

Wipe the drips as they occur.



Task 4

Now write the sentences to show the correct way to wash a wall:

1
2
3
4

Achieved Rt/E2.1 Rt/E2.4

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Attention!

This lift is out of order.
Please use the stairs.

Please call ext. 5454
if you require further information.
The lift is due to be working tomorrow.

Is the lift working?.....

When will the lift be fixed?.....

What number should you call for information?.....

Rewrite the notice using capital letters:

Attention!

Achieved

Rw/E2.2

Ww/E2.2

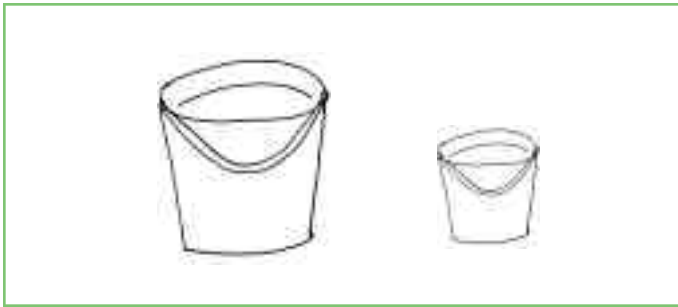
Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 6

Adjectives and Nouns



a large bucket / a small bucket



a rubber glove

Noun - a noun is an object. For example, bucket, glove.

Adjective - an adjective describes a noun. For example, small, rubber.

Underline the nouns and circle the adjectives below:

For example, the plastic bag

- A dirty cloth
- The new mop
- A dangerous socket
- A clean surface

* Remember in a sentence the adjective comes before the noun.

Task 6

Put the adjectives and nouns below in alphabetical order:

Adjectives

Plastic	Black
Black	
Dangerous	
Dirty	
White	

Nouns

Mop	
Bag	
Cloth	
Socket	
Bin liner	

Task 6

Don't forget that we use capital letters for certain nouns. For example, names of people, places, days of the week, etc.

These are called **proper nouns**.

Rewrite the sentences below using capital letters for the proper nouns:

I work every sunday.

My supervisor's name is carol.

My office is close to victoria station.

I have lived in london since february.

Achieved

Rw/E2.5

Ws/E2.2

Ws/E2.4

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 7

Look at the timesheet below:

Name: Olga Ghandadi

Dates: 21.07.03 - 25.07.03

Day	Hours	£ per hour	Overtime	Holiday	Sickness
Monday	8	£5.40	-	-	-
Tuesday	6	£5.40	-	-	-
Wednesday	-	-	-	✓	-
Thursday	8	£5.40	3 hours	-	-
Friday	7.5	£5.40	-	-	-

Answer the following questions:

1 How many hours did Olga work according to the timetable above?

Answer

2 Which day did Olga take as holiday?

Answer

3 On which day did Olga work the least amount of hours?

Answer

4 How much money does Olga earn per hour?

Answer

5 On which day did Olga work the most hours?

Answer

Achieved Rt/E2.3

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 8

Match the words below with the correct definitions. Use a dictionary to help you.

example

mop _____ equipment to clean floor

detergent _____ easily set on fire

concrete _____ a type of cleaning agent

disinfectant _____ a hard floor

flammable _____ a substance that removes harmful germs

Match the words on the left with the endings on the right to make longer words:

example

danger _____ ous

time _____ ing

clean _____ y

polish _____ table

quick _____ er

dirt _____ ly

Achieved

Rw/E2.3

Rw/E2.4

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 9

Ask your partner the following questions and write the answers in the boxes below:

What time did you start work yesterday?

Are you working tomorrow?

Do you work at the weekend?

Describe some of the things you do in your job every day.

How often do you speak to your supervisor?

Do you prefer working in the morning or in the afternoon?

Task 9

Now talk to your tutor about your partner's answers.

Remember that you are talking about another person, so your sentences should start with He/She, for example, *He is working tomorrow.*

Tutor's notes on student achievements of this task

Achieved

Lr/E2.5

Lr/E2.6

Sc/E2.1

Sc/E2.3

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Tutor Sheet ONLY-Task 10

Note to Tutor: please read this narrative with another person twice, for student task P24 Questions 1, 2, 3.

- Supervisor:** Maria. There is a problem in office 426.
- Maria:** What's the problem?
- Supervisor:** There are dirty plates and cups there. Maurice was supposed to clean the office.
- Maria:** Maurice?
- Supervisor:** Yes, but his shift has finished. Can you do me a favour?
- Maria:** Yes.
- Supervisor:** Can you go and remove the plates?
- Maria:** OK. Where is office 426?
- Supervisor:** You need to go up to the fourth floor and turn right at Reception.
- Maria:** Right?
- Supervisor:** Yes and office 426 is on the left hand side next to the kitchen.
- Maria:** OK. I am going to finish emptying the rubbish and then I'll do it.
- Supervisor:** Thanks very much.
- Maria:** No problem.

Note to Tutor: please read the following instructions aloud twice, for student task P24 Question 4.

- 1 Unscrew the lid.
- 2 Lift the toilet seat and squeeze the liquid around the bowl and under the rim.
- 3 Leave for a few minutes.
- 4 Scrub the bowl and under the rim with a toilet brush.
- 5 Flush the toilet.
- 6 Replace the lid tightly.

Student Sheet ONLY-Task 10

Tick the correct answer about the conversation that you have just heard:

1 How many people are speaking?

3

2

2 What is the problem?

There are dirty plates in the office.

Maria is very busy.

3 Maurice has finished his shift.

True

False

4 Now listen to your tutor read aloud. Put the sentences below in the correct order:
For example, 'Unscrew the lid' = 1

Flush the toilets	
leave for a few minutes	
Unscrew the lid	1
Replace the lid tightly	
Scrub the bowl and under the rim with a toilet brush	
Lift the toilet seat and squeeze the liquid around the bowl and under the rim.	

Achieved

Lr/E2.1

Lr/E2.2

Lr/E2.3

Lr/E2.4

Lr/E2.7

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

Task 11

Put the words in the correct order to make requests. Make sure you use capital letters where appropriate.

For example,

You need to find room 26.

me you do excuse please where know 26 room is?

Excuse me please. Do you know where room 26 is ?

You are on the telephone and need to speak to Mr Jackson.

afternoon please speak i good could mr to jackson?

You need to leave work early tomorrow as you have a doctor's appointment.

could leave early tomorrow have I as appointment doctor's a possibly please?

You don't understand the word dangerous.

does mean dangerous what?

Now read the questions above aloud to your tutor.

Task 11

Now talk to your tutor and your class about jobs.

Which jobs have you done in the past?

Which job has been your favourite and why?

What would be your ideal job?

Tutor's notes on student achievements of this task:

Achieved

Sc/E2.2

Sc/E2.4

Sd/E2.1

Lr/E2.8

Tutor Signature: Date:

Student Signature: Date:

Tutor Comments:

ESOL Criteria list for Entry Two

Speaking and Listening

Listen and respond to spoken language, including straightforward information, short narratives, explanations and instructions.

Speak to communicate information, feelings and opinions on familiar topics.

Engage in discussion with one or more people in a familiar situation, to establish shared understanding about familiar topics.

- Lr/E2.1 Listen for and follow the gist of explanations, instructions and narratives.
- Lr/E2.2 Listen for detail in short explanations, instructions and narratives.
- Lr/E2.3 Listen for and identify the main points of short explanations or presentations.
- Lr/E2.4 Listen to and follow short straightforward explanations and instructions.
- Lr/E2.6 Listen to identify simply expressed feelings and opinions.
- Sc/E2.1 Speak clearly to be heard and understood in straightforward exchanges.
- Sc/E2.2 Make requests and ask questions to obtain information in everyday contexts.
- Lr/E2.5 Respond to straightforward questions.
- Sc/E2.3 Express clearly statements of fact, short accounts and descriptions.
- Sc/E2.4 Ask questions to clarify understanding.
- Lr/E2.7 Follow the gist of discussions.
- Sd/E2.1 & Lr/E2.8 Follow the main points and make appropriate contributions to the discussion.

Reading

Read and understand short, straightforward texts on familiar topics.

Read and obtain information from short documents, familiar sources and signs and symbols

- Rt/E2.1 Trace and understand the main events of chronological and instructional texts.
- Rt/E2.2 Recognise the different purposes of texts at this level
- Rw/E2.2 Recognise high-frequency words and words with common spelling patterns.
- Rt/E2.4 Use illustrations and captions to locate information.
- Rs/E2.1 Read and understand linking words and adverbials in instructions and directions e.g. next, then, right, straight on.
- Rw/E2.1 Read and understand words on forms related to personal information e.g. first name, surname, address, postcode, age, date of birth.
- Rt/E2.3 Identify common sources of information.
- Rw/E2.3 Use phonic and graphic knowledge to decode words.
- Rw/E2.4 Use a simplified dictionary to find the meaning of unfamiliar words.
- Rw/E2.5 Use initial letter to find and sequence words in alphabetical order.

ESOL Criteria list for Entry Two -

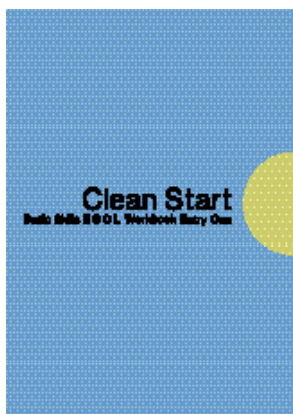
Writing

Write to communicate information with some awareness of the intended audience.

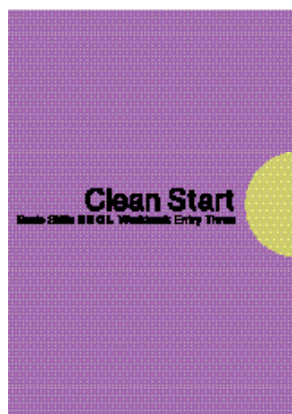
- Wt/E2.1** Use written words and phrases or present information.
- Ws/E2.1** Construct simple and compound sentences using common conjunctions to connect two clauses, e.g. as, and, but.
- Ws/E2.2** Use adjectives.
- Ws/E2.3** Use punctuation correctly, e.g. capital letters, full stops and question marks.
- Ws/E2.4** Use a capital letter for proper nouns.
- Ww/E2.1** Spell correctly the majority of personal details and familiar common words.
- Ww/E2.2** Produce legible text.
-

End of Entry Two

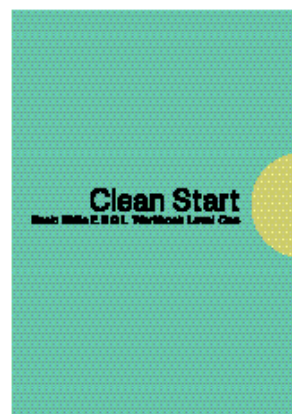
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Entry One



Entry Three



Level One

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