



CAPACITARTE

Es ser líder de tu vida



EJERCITACIÓN MÓDULO 1 – Clase 6

1. Rules and regulations

1. 1 Below you can find some verbs to express rules and regulations. Write them in the correct list

(1) must	(6) mustn't	(11) can
(2) can't	(7) have to	(12) don't have to
(3) have got to	(8) should	(13) shouldn't
(4) need to	(9) don't need to	(14) are allowed to
(5) ought to	(10) are not allowed to	

Permission and obligation verbs	
Possible / Permitted	Impossible/prohibited actions
(14) are allowed to	
Necessary / Obligatory	Not necessary
Correct / a good idea	Incorrect / a bad idea

1.2 Make a list of some of the things you are permitted and obliged to do when you take a flight. Try to use all the permission and obligation verbs in the exercise above.

At check in

number of hours before the flight, number of bags, size of luggage, weight of luggage, visas and passports



On the plane

baggage, seat belts, movies, electronic equipment, lavatory, security information



At security

trays, shoes, cigarette lighters, laptops, liquids, sharp objects, medicines, pacemakers



At immigration

queues, stretch your legs, visas, forms



Waiting for departure

smoking, what you can and can't buy, free wi-fi internet access, knives and forks if you eat, duty free allowances



At baggage claim and customs

wait, check tags, pay for a trolley, green / red channels, vegetables and fruit, alcohol, tobacco, perfume



2. Equipment documentation.

2.1. Look at the contents page of a user's manual. Write these headings in the correct spaces,

A	Routine maintenance procedures.
B	Equipment set-up
C	Operating instructions
D	Trouble-shooting guide
e	Product functions and controls

CONTENTS	
1	_____
Packing list	page 4
Assembly directions	page 7
Power connection requirements	page 14
Equipment start-up tests	page 18
2	_____
System design overview	page 20
Control panel layout	page 24
3	_____
Operating procedures	page 34
Safety precautions	page 43
Shut-down checklist	page 45
4	_____
Service inspections	page 47
Operating fluid levels	page 51
Belt and hose replacement schedule	page 53
5	_____
Fault analysis	page 56
Support contact information	page 60
12-month warranty information	page 62

2.2. *On which page you find out about*

- a) who to call if things go wrong?
- b) Where switches and buttons are and what they do?
- c) how much oil and water the machine needs?
- d) how to put the equipment together?
- e) things you should do to prevent accidents?

2.3. *what´s the difference between **routine maintenance** and **maintenance routine**? Which one is:*

- a) a routine you follow to maintain something, for example : first we replace any worn parts, then we check oil levels...?
- b) maintenance that you perform on a regular basis?

2.4. *Explain the difference between **test equipment** and **equipment test**.*

2.5 *Complete the sentences with a preposition.*

- a. The guarantee is valid ...*for*... three years
- b. If it breaks down we will replace it freecharge.
- c. We can provide a new unitno extra cost.
- d. We guarantee deliverythree working days.
- e. We buycertain services when we´re busy.
- f. We have decided not to take the extended warranty.
- g. Is the unit still guarantee?
- h. We´ve builtvery good relationships with our suppliers
- i. We don´t dealthat supplier any more.

2.6 *Complete the sentences with the options given below.*

- 1. Are we covered ...*d*...
- 2. I´m glad we took out ...

3. The service contract is ...
4. The policy doesn't provide cover against ...
5. We have a very ...
6. The packing machine tends...

a. A small workforce	b. Due to renewal	c. To break down quite often
d. For accidental damage?	e. theft.	f. an extended warranty

2.7 Complete the sentences using the words below.

services	charge	suppliers	deliver	tolerance	bust
deal	peak	reputation	conditions	comprehensive	approved

EXAMPLE: If we don't ...*deliver*... this order on time, we will lose the contract.

- a. We're thinking of changing our material
- b. It's a very warranty. It covers everything.
- c. I work in the Lab. I don't usually with customers directly.
- d. We supply a wide range of goods and
- e. We operate to a very tight levels.
- f. It's important to have a good In business.
- g. Is the company on our list?
- h. We're very busy at the moment. It's one of our times.
- i. I've just heard that our main supplier has gone
- j. Are you sure you've read the terms and carefully?
- k. We guarantee to replace it free of

RESPUESTAS

1. Rules and regulations

1. 1 Below you can find some verbs to express rules and regulations. Write them in the correct list

(1) must	(6) mustn't	(11) can
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Permission and obligation verbs	
Possible / Permitted	Impossible/prohibited actions
(14) are allowed to (11) can	(6) mustn't (2) can't (10) are not allowed to
Necessary / Obligatory	Not necessary
(1) must (3) have got to (4) need to (7) have to	(9) don't need to (12) don't have to
Correct / a good idea	Incorrect / a bad idea
(8) should (5) ought to	(13) shouldn't

1.2 Make a list of some of the things you are permitted and obliged to do when you take a flight. Try to use all the permission and obligation verbs in the exercise above.



At check in (number of hours before the flight, number of bags, size of luggage, weight of luggage, visas and passports)

Passengers should be 3 hours for international flights and 2 hours for domestic flights at the airport before the flight. Passengers must check the number of bags and size of luggage, as they may be required to pay a fee for excess of luggage. Passengers ought to check your visa and passports expiration dates before travelling.



At security (trays, shoes, cigarette lighters, laptops, liquids, sharp objects, medicines, pacemakers)

Passengers must put your shoes and laptops in trays to go through security checks. They mustn't carry cigarette lighters, sharp object or liquids on the plane. Passengers have got to declare medicine or pacemaker you bring with you when travelling.



Waiting for departure (smoking, what you can and can't buy, free wi-fi, internet access, knives and forks if you eat, duty free allowances)

Passengers mustn't smoke at the waiting lounge, but they can use knives and forks to eat. They are allowed to use your duty free allowances to buy products at the duty free shop. Passengers are not allowed to carry liquids on the plane so they have to dispatch those products. While passengers are waiting for your flight, they can access the Internet as there is free wi-fi at the lounge.



On the plane (baggage, seat belts, movies, electronic equipment, lavatory, security information)

When passengers are on the plane, they have to keep their handbag luggage inside the luggage racks. It is not allowed to put it under your seat. Passengers must wear seat belt when the plane takes off and lands, and when there is turbulence during the flight but they do not have to wear it all the time. Electronic devices have to be turned off during the taking off and landing. Passengers can go to the lavatory during the flight unless there is turbulence or the plane is taking off or landing. They should read security information

available on the seats and follow the flight attendants' instructions. To relax during the flight, they can see movies or listen to music.



At immigration (queues, visas, forms)

Passengers must fill in a form before flight arrival. Then they join a queue (sometimes a long one) to check their passports and visas in order to enter a foreign country.



Baggage claim and Customs (wait, check tags, pay for a trolley, green/red channels, vegetables and fruit, alcohol, tobacco, perfume)

Passengers will need to wait for your luggage at the baggage claim and check the tags attached to it to verify if it is yours. At most airports, passengers are required to pay for a trolley. After that, passengers must go through Customs. If the channel is green, passengers can leave Customs; if it is red, passengers have to open their luggage to have its content verified by security guards. Passengers are allowed to carry alcohol, tobacco and perfume up to certain limits and certain fruit and vegetables as well.

2. Equipment documentation.

2.1. Look at the contents page of a user's manual. Write these headings in the correct spaces,

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B	Equipment set-up
C	Operating instructions
D	Trouble-shooting guide
e	Product functions and controls

1. *b*

2. *e*

3. *c*

4. *a*

5. *d*

2.2. On which page you find out about

- a) who to call if things go wrong? *p. 60*
- b) Where switches and buttons are and what they do? *p. 20*
- c) how much oil and water the machine needs? *p. 51*
- d) how to put the equipment together? *p. 7*
- e) things you should do to prevent accidents? *p. 43*

2.3. What's the difference between **routine maintenance** and **maintenance routine**? Which one is:

- a) a routine you follow to maintain something, for example : first we replace any worn parts, then we check oil levels...? *maintenance routine*
- b) maintenance that you perform on a regular basis? *routine maintenance*

2.4. Explain the difference between **test equipment** and **equipment test**.

Test equipment is equipment required to perform a test

Equipment test is test required to use certain equipment

Warranties

2.5 Complete the sentences with a preposition.

- The guarantee is valid ...*for*... three years
- If it breaks down we will replace it free*of*.....charge.
- We can provide a new unit*at*.....no extra cost.
- We guarantee delivery*within/in*.....three working days.
- We buy*in*.....certain services when we're busy.
- We have decided not to take*out*..... the extended warranty.
- Is the unit still*under*..... guarantee?
- We've built ...*up*.....very good relationships with our suppliers
- We don't deal*with*.....that supplier any more.

2.6 Complete the sentences with the options given below.

- Are we covered ...*d*...
- I'm glad we took out ...*f*
- The service contract is ...*b*
- The policy doesn't provide cover against ...*e*
- We have a very ...*a*
- The packing machine tends... *c*

a. A small workforce	b. Due to renewal	c. To break down quite often
d. For accidental damage?	e. theft.	f. an extended warranty

2.7 Complete the sentences using the words below.

services	charge	suppliers	deliver	tolerance	bust
deal	peak	reputation	conditions	comprehensive	approved

EXAMPLE: If we don't ...*deliver*... this order on time, we will lose the contract.

- a. We're thinking of changing our material*suppliers*.....
- j. It's a very*comprehensive*..... warranty. It covers everything.
- k. I work in the Lab. I don't usually*deal*..... with customers directly.
- l. We supply a wide range of goods and*services*.....
- m. We operate to a very tight*tolerance*..... levels.
- n. It's important to have a good*reputation*..... In business.
- o. Is the company on our*approved*..... list?
- p. We're very busy at the moment. It's one of our*peak*..... times.
- q. I've just heard that our main supplier has gone*bust*.....
- r. Are you sure you've read the terms and*conditions*..... carefully?
- s. We guarantee to replace it free of*charge*.....



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