

# Handling information

These worksheets cover the following areas:

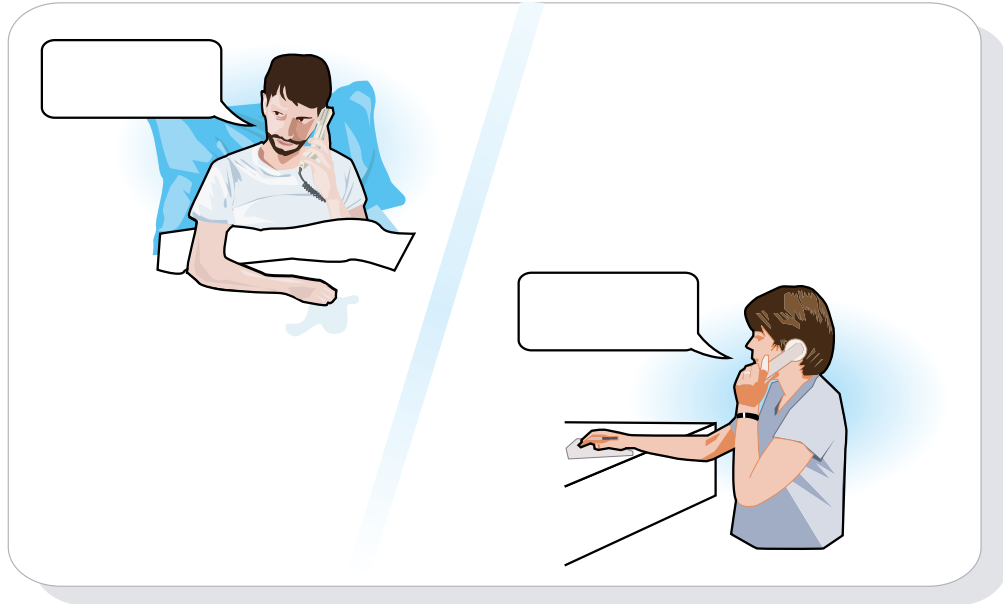
- Telephone messages
- Shortened words
- What time is it?
- Reading a price list
- Checking a delivery docket
- Filling in an order form
- Writing an address
- Giving your address
- Alphabetical order
- Word grid

Some keywords that you will come across in this module are:

- telephone message
- price list
- delivery
- alphabetical order
- apostrophe
- order form
- docket

# Telephone messages 1

What are they saying?



What is Omar saying?

What is Susan saying?

Match the sentences with the pictures.

I'm sick.

Thank you. Goodbye.

Ok, Omar. No problem.

I can't come to work today.

Goodbye.

Please tell my supervisor, Paul O'Mahoney.

Hello. This is Omar Diallo.

Good morning. Blue Lake Foods. Can I help you?



What do you say when you phone in sick?

# Telephone messages 2



Write the message that Susan gives to Paul O'Mahoney.

Tuesday 9:15

Paul O' \_\_\_\_\_

\_\_\_\_\_ Diallo can't \_\_\_\_\_ to

\_\_\_\_\_ today. He's \_\_\_\_\_

\_\_\_\_\_



Practise with a partner.

Make a telephone call.

Take a message.

# Shortened words

Look at the word He's

He's = He is

When we take out letters, we put in an apostrophe (').

The word I'm = I am



Rewrite the following. Use shortened words.

1. He is sick. \_\_\_\_\_ sick.
2. She is out today. \_\_\_\_\_ out today.
3. I am on holiday. \_\_\_\_\_ on holiday.
4. We are closed on Saturday. \_\_\_\_\_ on Saturday.
5. She will be back next week. \_\_\_\_\_ be back next week.
6. I will phone you later. \_\_\_\_\_ phone you later.
7. You are off on Friday. \_\_\_\_\_ off on Friday.

# What time is it? 1



We can say

It's 11

It's 11 o'clock

We can write

It's 11:00.

It's 11 o'clock.



We can say and write

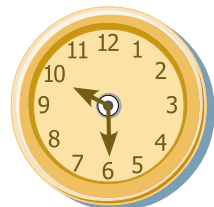
It's 9:15.



Say the time. Write the time.



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_

# What time is it? 2

Remember

We can read the time like this:



9:15 nine fifteen



12:05 twelve O five



Show the time on the clocks.

1. It's 4:30.



2. It's 11:10.



3. It's 3:55.



4. It's 9:40.



5. It's 1:35.





# Reading a price list

Write the prices in the price list.



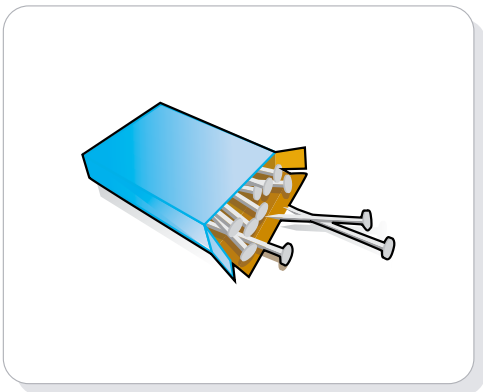
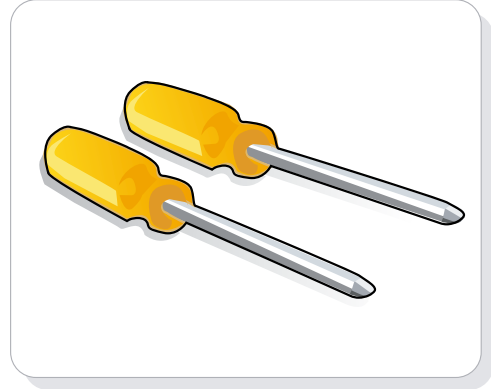
## Coogan's Builders' Providers

### Price List

Product	Code	Retail price per unit
Screwdriver	09834	_____
2" Paint brush	07631	_____
Pack of nails	04279	_____
White paint - 10 litres	08694	_____
Hammer	01639	_____

# Checking a delivery docket

You receive an order at work. This is the order:



This is the delivery docket. Is the delivery correct?

## Delivery Docket

Reference Number	Description	Quantity
09834	Screwdriver	2
01639	Hammer	3
08694	White paint - 10 litres	1
04279	Pack of nails	10

Signature: \_\_\_\_\_

# Filling in an order form

Look at the price list on page 35.

You need to order the following items.

3 hammers

10 packs of nails

2 screwdrivers

Fill in the order form below.

## Coogan's Builders Providers

### Order Form

Name: Molloy Windows

Address: Unit 10 Central Business Park

Castlebar

Co. Mayo

Description	Reference Number / Code	Quantity

# Writing an address 1

Look at the address on the order form.

Order Form	
Name:	Molloy Windows
Address:	Unit 10 Central Business Park
	Castlebar
	Co. Mayo

The name of the company making the order.

The number of the building and the street or estate is on the first line.

The town is on the second line.

The county is on the last line.

## Remember

We use capital letters for first letter of the names of streets, estates, towns and counties.

## Note

The word County is shortened to Co. when we write addresses, for example Co. Cork, Co. Dublin or Co. Mayo.

# Giving your address

It's important to give your name and address correctly.



Say the addresses to your partner. Check the spelling.

1

Name:	Mullen Electrical
Address:	17 Main Street, Tullamore, Co. Offaly

2

Name:	Advanced Printing
Address:	32 Foster Road, Rathmines, Dublin 6

3

Name:	Tracey Car Sales
Address:	Convent Road, Kells, Co. Meath

4

Name:	Glen Manufacturing
Address:	Lakeview Road, Virginia, Co. Cavan

5

Name:	Ocean Fresh Foods
Address:	Bay Industrial Estate, Killybegs, Co. Donegal

6

Name:	Harbour Restaurant
Address:	6 Mary's Lane, Dungarvan, Co. Waterford

## Writing an address 2

Your partner will give you a name and address from those on page 39.



Write them down. Make sure you spell them correctly.

### Order Form

Name:	
Address:	

### Order Form

Name:	
Address:	

### Order Form

Name:	
Address:	

# Alphabetical order 1

Alphabetical order means the words are in the same order as the alphabet.

a b c d e f g h i j k l m n o p q r s t u v w x y z

Look at the first letter in each word.

n a m e   a d d r e s s   f o r m   d o c k e t

Now the words are in alphabetical order.

1. address
2. docket
3. form
4. name

Look at the first letter in each word.



Put the words in alphabetical order.

paint

brush

hammer

nail

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

# Alphabetical order 2

Look at the first letter in each word.



Put the words in alphabetical order.

message   delivery   telephone  
docket   order   list

Remember the order of the 26 letters of the alphabet:

a b c d e f g h i j k l m n o p q r s t u v w x y z

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_



# Word grid

All the words in the box are in Module 2.



Put these words into the word grid.

time	form	address
letter	alphabet	order
check	apostrophe	

Some letters are already filled in.

## Notes:

[illegible]