



Learner Workbook 1

supporting *The really useful guide*
to words and numbers *TV series*



www.rug.ie



The National Adult Literacy Agency
An Áisíneacht Náisiúnta Litearthachta do Aosaigh

The Really Useful Guide to Words and Numbers (RUG)

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76 Lower Gardiner Street
Dublin 1
Telephone: (01) 8554332
Fax: (01) 8555475
Webpage: www.nala.ie
e-mail: literacy@nala.ie

Written by: Maria Grogan, Pauline Hensey, Tracy Ingelbach,
Patsy Kane

Edited by: NALA in conjunction with Rhonda Smith

Produced by: DV Fulfilment

Designed by: Terry Murphy Media www.tmm.ie

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Introduction to Learner Workbook

Welcome to the learner workbook for the Really Useful Guide to Words and Numbers television series.

This workbook supports the TV series and contains worksheets and exercises for you to practise your reading, writing, spelling and numbers skills.

What is the Really Useful Guide to Words and Numbers?

The Really Useful Guide to Words and Numbers is for adults who want to brush up on their reading, writing, spelling and numbers skills in the comfort of their own home.

It consists of

- a television series,
- this Learner Workbook,
- a Web site, and
- a Freephone Telephone Support Line.

Why should you follow the series?

If you follow this series you will:

- improve your reading, writing, spelling and numbers skills, and
- learn about people who have gone back to learning and the difference it has made to their lives.

When is the TV series broadcast?

The Really Useful Guide to Words and Numbers series will be broadcast on Sunday mornings at 12 pm on RTÉ 1.

It will begin on **September 24th 2006 on RTÉ 1.**

It will be repeated on Tuesday nights after midnight on RTÉ 1.

How do you use this workbook?

The workbook is best used with the television series. Each TV programme has a chapter in the workbook.

We recommend you try the worksheets after you have watched the TV programme. If you miss a programme you can still try the worksheets.

Ring the **NALA freephone support line at 1800 20 20 65** if you have any questions.

Check out the Web site on www.rug.ie to play games, download videos and do online exercises.

This workbook is split into 12 chapters based on the 12 TV programmes.

Each chapter has worksheets on reading, writing, and spelling. The contents at the front gives the list of worksheets and the index at the back lists all the areas covered. Answers to most worksheets are given at the back of the workbook.

What can you do if you are having difficulties?

You can call the **NALA Freephone support line at 1800 20 20 65**.

- This is open from Monday to Friday 10 am to 4 pm.
- Literacy tutors are available to take your calls.
- They will answer your questions and help you with the work sheets.
- It is a free and confidential service.

So call **Freephone 1800 20 20 65** for help with the learning in this workbook or in the TV programmes. We look forward to taking your call.

Where can you get more help?

Your local VEC Adult Literacy Service runs reading and writing courses for adults.

- There are 126 VEC Adult Literacy Services throughout the country.
- You can work with a tutor on a one-to-one basis or in a small group.
- Courses are 2 to 4 hours per week, at a time that suits you.
- The service is free of charge and confidential.
- The local Adult Literacy Organiser will meet you and find a suitable tutor for you.

Did you know?

There are about 35,000 adults learning in Adult Literacy Service around the country. There are more than 5,000 adult literacy tutors working in the schemes and they are trained by their local VEC Adult Literacy Service.

For information on your nearest VEC Adult Literacy Service,

check the referral leaflet that was sent to you,

or

contact the NALA Freephone support line at **1800 20 20 65**

Monday to Friday 10 am – 4 pm.

The GAA

Introduction



The worksheets in this chapter are based on the following areas:

- reading about Croke Park,
- compound words,
- sentences,
- writing informal letters,
- vowels, and
- consonants.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading : Croke Park

Croke Park: Home of the Gaelic Athletic Association

Welcome to Croke Park stadiums for today's match, the All-Ireland Senior Hurling Championship Quarter-Final between Tipperary and Waterford.

Croke Park has been at the heart of Irish sporting life for over one hundred years, and is the headquarters of the Gaelic Athletic Association (GAA). Croke Park is named after the first patron, or supporter, of the GAA, Dr. Thomas Croke.

It is now the largest venue in Ireland and one of the largest stadiums in Europe, with a capacity of over 80,000 people. Almost two million people visited Croke Park in 2005.

To find out more about Croke Park and the GAA, why not visit the GAA Museum under the Cusack Stand after the match? Here you'll find jerseys and hurleys of famous players along with lots of other pieces of interest.

TIP: When you phone the GAA headquarters at Croke Park, Dublin 3, the operator will answer with the Irish for the Gaelic Athletic Association: Cumann Lúthchleas Gael.

Reading : Croke Park

**See if you can answer these questions.
The first one is done for you.**

1. What match is being played at Croke Park?

The All-Ireland Senior Hurling Championship Quarter-Final.

2. What do the letters 'GAA' stand for?

3. Who was Croke Park named after?

4. How many people can fit into Croke Park?

5. How many people visited Croke Park in 2005?

6. Where is the GAA Museum?

7. What sort of things can you see in the GAA Museum?

Spelling: compound words

Many English words are made by putting together two or more smaller words. These are called compound words. Let's have a look at some examples.

The word 'football' is made up of the smaller words **'foot'** and **'ball'**.

See if you can make up new words by adding one word from the list on the left with a word from the list on the right. Then write out the word in the space provided. The first one is done for you.

<u>handball</u>	hand	field
_____	break	works
_____	half	ball
_____	head	side
_____	fire	ford
_____	shoe	time
_____	champion	tray
_____	river	quarters
_____	mid	ship
_____	Water	through
_____	ash	lace

Spelling: compound words

Sometimes, a small word can be added to more than one other word. For example, the word 'time' can be added to 'half', 'full' and 'tea' to give the new words 'halftime', 'fulltime' and 'teatime'.

What word can be added to each of the following groups of word to make new words? The first one is done for you.

tea	foot	black
horse	board	post

1. teapot

teatime

teacloth

2. cup_____

over _____

_____ room

3. _____man

_____ card

_____ box

4. _____board

_____ berry

_____ out

5. _____path

_____ ball

_____ print

6. _____shoe

_____ power

race _____

Writing: sentences

A sentence is a group of words that make sense. Every sentence starts with a capital letter and ends with a full stop.

These are the capital letters in the English 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

The opposite of capital letters is small letters:

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

Sometimes, you will hear people call capital letters ‘uppercase letters’ and sometimes small letters are called ‘lowercase letters’.

A full stop is a dot which is put after the last word in a sentence.

Here’s an example of two sentences taken from the reading at the beginning of this chapter.

It is now the largest venue in Ireland and one of the largest stadiums in Europe, with a capacity of over 80,000 people. Almost two million people visited Croke Park stadiums in 2005.

You can see that the first sentence begins with the capital letter ‘I’ and ends with a full stop after the word ‘people’. The second sentence begins with the capital letter ‘A’ and ends with a full stop after the number 2005.

Writing: sentences

Write out the sentences, putting in the capital letters and full stops.
Each of the following can be made into two sentences.
The first one is done for you.

1. the tickets for the match went on sale early they were sold out in two hours

The tickets for the match went on sale early. They were sold out in two hours.

2. patrick took the train to the match it is the easiest way to travel

3. patrick bought his ticket it cost €25.00

4. the stadium was full of people there was a lot of noise and excitement

5. a cheer went up when the teams appeared on the field patrick felt very excited

TIP: A person's name always gets a capital letter.

Writing: informal letters

An informal letter is a letter to a friend. The language used is like the language you would use in a conversation. Informal letters don't need any special formatting, but it's a good idea to lay them out like the one shown below.

This is a short informal letter Miguel wrote to his English teacher back home in Brazil after visiting Croke Park.

Your address and the date you're writing the letter	3 Dolphin's Avenue, Dublin 2 4th August 2006
Dear + name of person you're writing to	
Dear Patrick,	
<p>I arrived safely in Dublin. It's a very interesting place, with all the museums, old buildings and pubs. But the most interesting thing for me is the sport they play in Ireland. I've just been to visit a stadium called Croke Park. It's huge, the biggest stadium in Ireland. It can hold 82,500 people. The stands are very high and have three levels, so you have a really good view of the pitch. I read that it's the fourth largest stadium in Europe.</p>	
<p>I have to go now, but I'll write a longer letter next week to tell you about the crazy Irish game of 'hurling'.</p>	
Bye for now,	Informal finish, such as 'bye for now', 'take care', 'talk to you soon',
<i>Miguel</i>	Your signature

Writing: informal letters

See if you can fill in the blanks in the informal letter below using words from the box.

Take care,	29th August 2006	Dear Mavis,
14 Main Street	Nenagh	Jack

Thank you for your thoughtful card. You will be delighted to hear that I passed my test and can now drive on my own. To celebrate, I'm taking some friends up to Dublin for the All Ireland. It will be my first long drive but it will be worth it if we manage to win!

I'll write you a longer note when I get back to tell you all about the match.

Spelling: vowels

Words are made from the letters of the alphabet.
The alphabet is made up of 26 letters.

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
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

There are two types of letters in the alphabet – vowels and consonants.
The five vowels are:

A E I O U
a e i o u

Fill in the vowels in the following words.

1. t i c k _ t
2. s t _ d i u m
3. C r o k _ P _ r k
4. A l l I r _ l a n d
5. p r _ g r a m m e
6. m _ t c h
7. s c _ r e
8. h _ r l i n g
9. f o o t b _ l l
10. m _ s e u m

Spelling: consonants

There are 21 consonants in the alphabet. These are:

B C D F G H J K L M N P Q R S T V W X Y Z

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

See if you can fill in the consonants in the following letter.

14 Main Street

Nenagh

12th September 2006

Dear Mavis,

I ho_e you _ot to _atch _he match on tele_ision. It was ama_ing, wa_n't it? We met so_e of the _ads from the _lub in _uinn's _efore the matc_ and then e_ded up in Boland's a_terwards. We didn't get back to our B&B until 2am. I'm so happ_ I took Mon_ay off wo_k so I could recover and rela_.

I have to go because the team are coming to Nenagh with the cup. I'll write again in a day or two to tell you all about it.

Bye for now,

Jack

GAA county nicknames quiz

Every county has a nickname. See how many you know. You may need to do a bit of research to find out the answers! The first one is done for you.

TIP: The names of counties always get a capital letter.

1. Tipperary is also known as the Premier county.
2. The _____ county is another name for Meath.
3. Some people refer to Clare as the _____ county.
4. If you're from Cork, you might be called a _____ .
5. A man from Galway is called a _____ .
6. Offaly is also known as the _____ county.
7. The _____ is another name for Kerry.
8. Dublin supporters are known as _____ .
9. The Decies come from county _____ .
10. DJ Carey is a famous Kilkenny _____ .

Now see if you can find out the nicknames for all the other counties.

TIP: The answers are at the back of the workbook.

Getting Fit

Introduction



The worksheets in this chapter are based on the following areas:

- reading notices,
- alphabetical order,
- scanning,
- making phone calls, and
- using dictionaries.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: notices

Out of breath when you run for the bus?

Yes? Then you need to get some physical exercise.

Why? For many people, when you exercise, you have fewer aches and pains.

How much exercise? You should exercise for about 30 minutes a day for 5 days a week.

What sort of exercise?

Any exercise that makes your heart beat faster and has you a little out of breath is good for you. Try walking fast, swimming, cycling, jogging or dancing. Almost any type of exercise will help you keep fit. Even weeding the garden or doing some housework is exercise. These will make your heart beat faster. Remember, you do not have to do all the exercise at once. Try 10 minutes' housework, a 10 minute brisk walk or even 10 minutes' weeding.

Stay healthy – get active

Reading: notices

Read the notice on page 22, and then put a tick ✓ beside each statement below to indicate if you think it's true or false. The first is done for you.

	True	False
1. If you're healthy and you get easily out of breath, you should get some exercise.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. When you exercise, you will have fewer aches and pains.	<input type="checkbox"/>	<input type="checkbox"/>
3. You need to exercise every day.	<input type="checkbox"/>	<input type="checkbox"/>
4. You can only get fit by joining a gym.	<input type="checkbox"/>	<input type="checkbox"/>
5. To be a little out of breath from exercise is good.	<input type="checkbox"/>	<input type="checkbox"/>
6. Almost any type of exercise is good for you.	<input type="checkbox"/>	<input type="checkbox"/>
7. Weeding the garden will make your heart beat faster.	<input type="checkbox"/>	<input type="checkbox"/>
8. Housework can also be seen as exercise.	<input type="checkbox"/>	<input type="checkbox"/>
9. You must do all your exercise at once.	<input type="checkbox"/>	<input type="checkbox"/>
10. If you're healthy, dancing is bad for your heart.	<input type="checkbox"/>	<input type="checkbox"/>

Reading: alphabetical order - letters

There are 26 letters in 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

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

You read the alphabet from left to right, so the first letter is A and the last letter is Z. This is known as alphabetical order.

See if you can put these letters in alphabetical order.

1. p g h k e _____
2. f t a w x _____
3. h y o p a _____
4. z m o d a _____
5. r u b t z _____

Now write your name on the line below.

See if you can put the letters in your name in alphabetical order.

For example the name PATRICK would look like this:

A C I K P R T

Reading: alphabetical order - words

When you arrange words in alphabetical order, you need to look at the first letter in each word.

So the word 'ball' comes before the word 'exercise' because the 'b' at the beginning of 'ball' comes before the 'e' at the beginning of 'exercise'.

See if you can put the following words in alphabetical order.

exercise walking dancing cycling music

1. _____

2. _____

3. _____

4. _____

5. _____

TIP: Use the alphabet on page 24 to help you if you get stuck.

Reading: alphabetical order - words

When the first letter is the same in each word, you use the second letter in the word to arrange them in alphabetical order.

For example, look at these three words:

weight **w**hen **w**alk

When you arrange them in alphabetical order, they become

walk
weight
when

See if you can put the words below into alphabetical order:

The first one is done for you.

1.	housework	heart	have	<u>have</u>
				<u>heart</u>
				<u>housework</u>

2.	bus	breath	benefit	_____

3.	energy	exercise	even	_____

4.	drink	drive	dance	_____

5.	cycle	circle	centre	_____

Reading: notices

Scanning is a fast reading method used when you are looking for particular information. When you scan a page, you do not read every word. You quickly look for clues such as **headings** or **key words** to help you find the information you need.

Scan the programme on the page 28 and answer the following questions:

1 What time does the gym open at the weekend?

2 If you want to learn how to salsa, what night should you attend?

3 How much is gym membership for six months?

4 Where do you get an application form?

5 Name one thing membership includes when you join.

Reading: notices

Gym membership

12 months €300
6 months €230
3 months €170

Opening hours

Monday – Friday
7:00am – 10:00pm
Saturday 9:00 1:00pm
+
Sunday

How to contact us

Tel: (01) 555 1111
Fax: (01) 555 2222
Email: info@dcg.ie

Membership includes:

A beginner's class to help orientate you with our equipment.
A personal fitness assessment with our professional staff.
A personal exercise programme designed especially for you.

Extras sessions include

Yoga

Monday
7:00-9:00 pm
Cost per class
€10 or €90 for
10 classes

Salsa Dance Class

Beginners
Tuesday 7:30-9:00pm
Intermediate
Thursday 7:30-9:00pm
Cost per class €15

Pilates

Beginners
Wednesday
7:00-8:00 pm
Intermediate
Wednesday
8:30-9:30 pm
Cost per class €15

Application forms available from Reception Desk

Speaking: making phone calls

You will often have to make a phone call to find out information. For example, you may want to call the gym to find out about classes, or to check opening hours. Planning what you're going to ask before you call is a good idea. Here are some tips on making phone calls.

1. Before you make the call have all your questions at hand.
2. Choose a time to use the phone when you know you will not be disturbed.
3. Give your name and the reason for the call.
4. Write down everything you want to say just in case you are put through to an answering machine.
5. Remember to leave your name and phone number.
6. Speak slowly when leaving details on an answering machine.

Look at the conversation on the following page that took place when Mary called her local community centre to find out about their yoga classes.

Speaking: calling for information

See if you can fill in the blanks using the words from the box.

How many people Can I have I'd like to Is there
How much Can you check What do you need What nights

- Receptionist:** Hello, Trim Community Centre.
- Mary:** Oh hello. _____ find out more about your yoga classes.
- Receptionist:** Yes, _____ to know?
- Mary:** _____ are they on? And _____ do they cost?
- Receptionist:** They're on every Tuesday and Thursday night, from 7 to 8 pm. And they cost €10 per class.
- Mary:** I see. _____ are in the class?
- Receptionist:** We have a maximum of 16 people per class.
- Mary:** That's good. _____ any room left in the Tuesday night class?
- Receptionist:** No, that one is full. But I think we have a space in the Thursday night class.
- Mary:** I'll have to check if I can get a babysitter. _____ out if there's space and call me back?
- Receptionist:** Sure. _____ your name and phone number?
- Mary:** It's Mary Flanagan and my mobile number is 086 6075843.
- Receptionist:** Okay, Mary Flanagan, 086 6075843. I'll call you back in the next hour.
- Mary:** That's great. Thank you.

Spelling: using dictionaries

Sometimes you will come across words you don't understand. One way of finding out the meaning of new words is to use a dictionary. All words in dictionaries are arranged in alphabetical order to make it easy to find them.

However, sometimes words will have more than one meaning. For example the word '**programme**' has three meanings:

1. A planned series of events
2. A radio or television broadcast
3. Software instructions to control the operation of a computer

In this case, you'll have to decide which meaning is the one you want. To do this, look at where you saw the word and see which meaning makes most sense.

**The words below were all taken from a brochure for a gym.
Use a dictionary to find their correct meaning.**

1. subscription _____
2. premium _____
3. orientation _____
4. studio _____

Call my bluff

Practise using a dictionary by playing a game of 'Call My Bluff'.

Try to guess the meaning of each word below. Then use a dictionary to see if you were right.

- 1. Mollify** **Does it mean....**

 - A. to praise somebody?
 - B. to pamper somebody?
 - C. to calm down?

- 2. Beluga** **Is it...**

 - A. the name of a country?
 - B. a piece of material?
 - C. a small whale?

- 3. Zenith** **Is it...**

 - A. a religious song?
 - B. heavy physical work?
 - C. the point in the sky above our heads?

- 4. Perplex** **Does it mean to...**

 - A. make somebody feel confused?
 - B. sweat heavily?
 - C. eat plastic?

Making Learning Fun for Children

Introduction



The worksheets in this chapter are based on the following areas:

- sharing stories,
- writing a description,
- adding -ing to words,
- reading weight, and
- following instructions.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie,

Reading: sharing stories

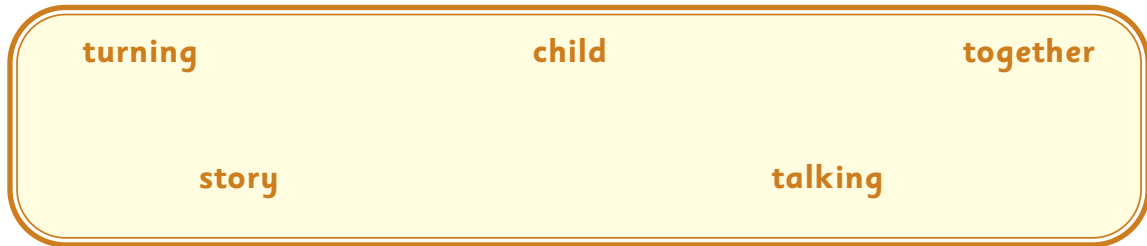
Sharing stories

Sharing stories and books with children at an early stage helps reading later on. Here are some ideas for sharing stories with babies and toddlers.

- Stories are not just found in books. Tell your child short, simple stories you know.
- Make up a story using your child's favourite toy.
- Make up your own picture books with pictures of your child's favourite things cut from old magazines.
- Read books by looking at and talking about the pictures. Many 'picture only' books are available for this age group.
- Find time to sit together and share books. Five minutes during the day can be enough.
- Show your child how to use books – how to hold them the right way up, go from left to right across the page and go from the front to the back of the book. You can run your finger under the words so your child's eyes get used to going from left to right.
- Give your child old magazines to practise turning pages.

Reading: sharing stories

See if you can fill in the missing words in the sentences using words from the box below.



1. Tell your _____ short simple stories.
2. Make up a _____ using your child's favourite toy.
3. Share books by _____ about the pictures.
4. Find time to sit _____ and share books.
5. Get your child to practise _____ the pages.

Writing: descriptions

One of the ways you can help children to talk and learn new words is to ask them to listen and name the sounds they hear around them. They might hear, for example, a tap running, a radio, birds or animals. When you are writing a description of a place, ask yourself a number of questions that will help you draw a picture with words.

Read the following description of a Chinese New Year.

Chinese New Year is a special holiday. Each year is a special animal year. 2006 is the year of the dog. 2007 will be the year of the pig.

There is a parade with a big dragon and people in costumes. The dragon leads people into a good new year. Many visitors go to the parade. There are loud noises and firecrackers. The air is full of smoke and the smell of gunpowder.

People say 'Gong Hay Fat Choy'. This means 'Happy New Year'. The New Year is a giant birthday party. Everyone is one year older that day. They give each other presents and play games. Parents give children money. The money is in a red envelope for good luck.

Chinese people make delicious food for the New Year. They put flowers in their homes. They visit their family and friends. This is my favourite holiday.

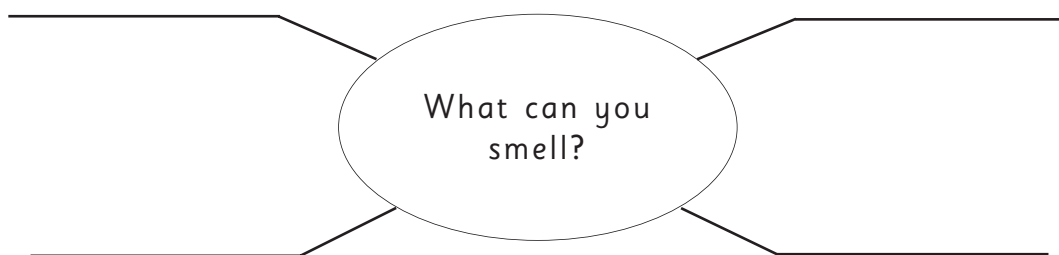
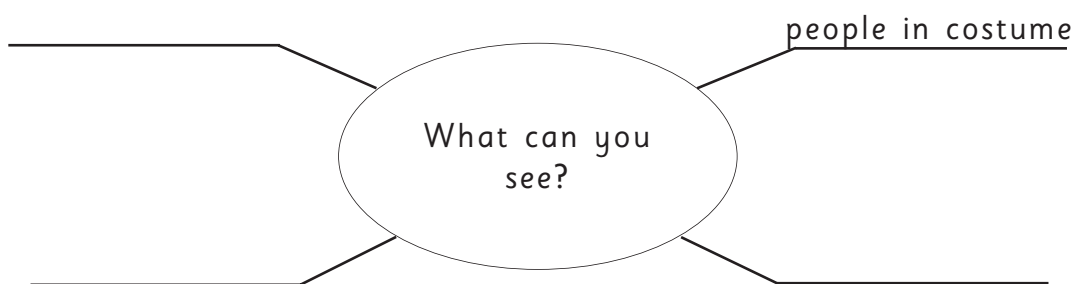
By Quan from China

Writing: descriptions

Quan's piece on China has a lot of description.

What can you see, hear or smell in the story?

Write in as many words as you can beside the questions.



Writing: descriptions

Look at the photograph.



Think about what you can see, hear and smell from looking at the picture.

Now see if you can write a description of the photograph.

Spelling: adding -ing to words

Some words end in the letters -ing. These are usually action words, or verbs. They describe an activity or something that is happening.

For example, the words 'walking', 'reading' and 'speaking' all describe activities and each one ends in -ing.

**See if you can add -ing to the words below.
The first one is done for you.**

1. cook cooking
2. buy _____
3. weigh _____
4. mix _____
5. eat _____

However, if the action word ends in the letter **-e**, you nearly always have to drop the **-e** before adding **-ing**.

For example, the word 'save' becomes 'saving' and the word 'bite' becomes 'biting'.

**See if you can add -ing to the words below.
The first one is done for you.**

1. have having
2. bake _____
3. measure _____
4. use _____
5. sieve _____

Reading: cooking with children

Cooking is one way children can learn while having fun.

When cooking, children can learn:

- words about cooking - chop, slice, cream, sieve, mix.
- words about size and temperature – large, hot, cold.
- how to measure in litres and grams.
- how to read a recipe and to do things in order.
- how to plan, make a shopping list and learn about money.

On the next page, you'll be learning how to make gingerbread cookies.

What ingredients do you think you'll need to make these cookies?

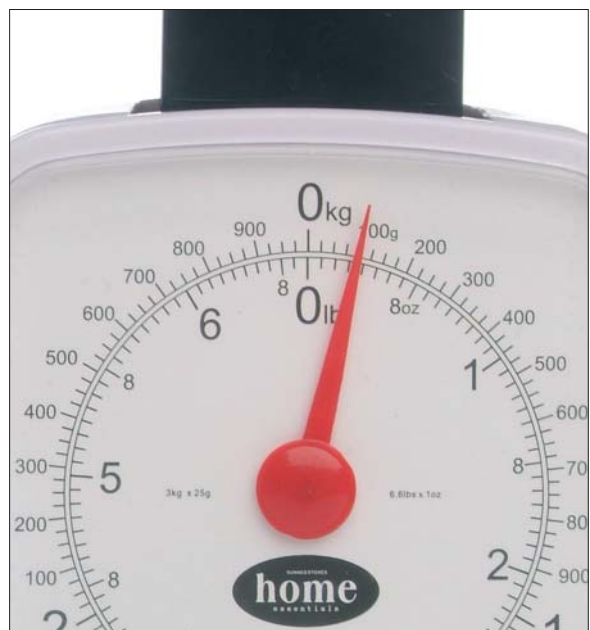
Reading: weights

Here is a list of ingredients you will need to make gingerbread cookies.

- 350 g plain flour
- 1/4 teaspoon of salt
- 2 dessertspoons of ground ginger
- 75 g butter or margarine
- 50 g sugar
- 3 dessertspoons of Golden Syrup
- 2 small eggs

Beside each ingredient, you can see a number. This tells you the measurement of each item. So you need 350 g of plain flour. The letter 'g' stands for the weight 'gram', so you need 350 g of plain flour, 75 g of butter and 50 g of sugar.

Weight is measured by using a measuring scales. Most modern scales are digital, but sometimes you will see scales that look like this. You need to look carefully to see where the marker is to find out the weight of the item. In the picture below, the weight shown is 100 g.

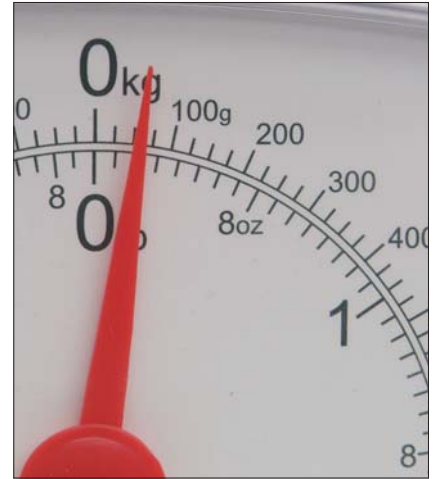


Reading: weights

Look at the pictures of weighing scales below and write down the weights they are measuring. The first one is done for you.



1. 150g



2. _____



3. _____



4. _____



5. _____

Reading: following instructions

The instructions and pictures below show how to make gingerbread cookies. The instructions are in the right order but the pictures are not.

Match the instructions with the pictures by drawing lines. The first one is done for you.

Mix the butter, sugar and syrup in a bowl.

Add the beaten eggs.

Sieve in flour, salt and ginger.

Roll out the mixture with a rolling pin.

Cut into shapes.

Bake for 20 to 25 minutes.



Word quiz

Read the clues and fill in the answers.

The numbers after each clue tell you how many letters are in that word.

recipe

child

wrong

favourite

back

describe

1. Opposite of front (4)

2. Say what someone or something is like (8)

3. Another word for kid (5)

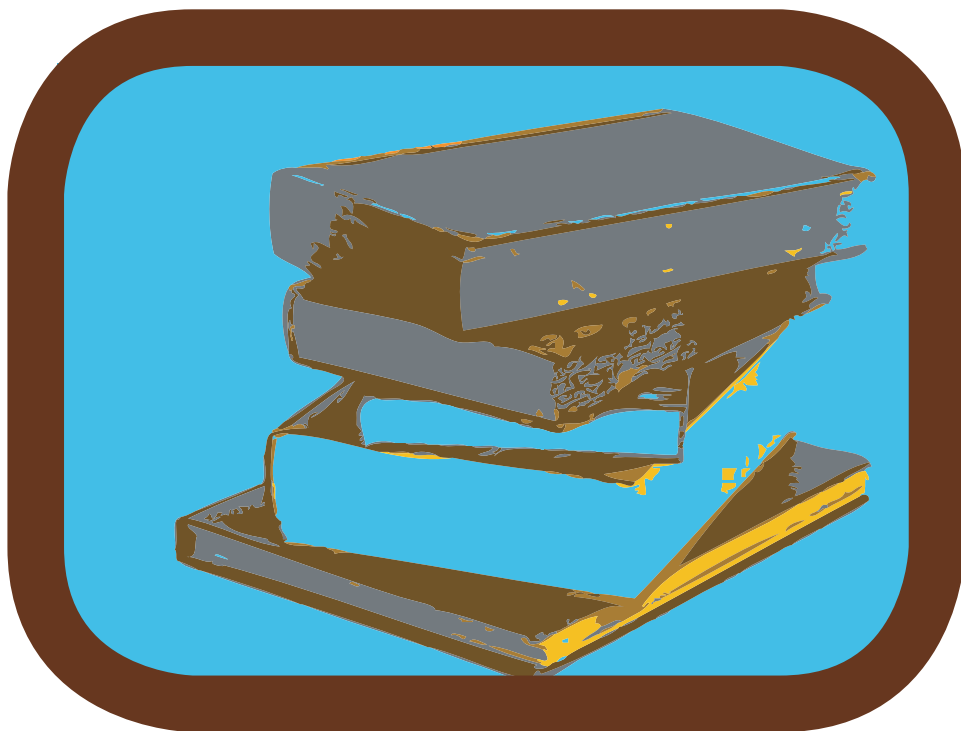
4. Not right (5)

5. Liked more than others (9)

6. Instructions for cooking food (6)

Libraries

Introduction



The worksheets in this chapter are based on the following areas: reading about libraries,

- reading about libraries,
- words used in libraries,
- filling in forms, and
- writing dates as numbers.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: your local library

Library – Membership Open Now

Do you enjoy reading? Do you want to read more? If you answered 'Yes' to either of these questions, but don't want to spend money buying books, then why not join Thurles library?

Anyone can join the library. You can borrow up to four books for three weeks. It's FREE for children and young adults to join.

In our Adult section, we have books on everything from gardening and cooking to the latest best seller by Maeve Binchy or Dan Brown.

If you're not interested in books, then you can borrow music CDs. You can use the Internet for just €2 per hour or for €1 if you're a child. Or you can just relax by reading newspapers or magazines, or listen to some music!

We also have a reference section where you can use dictionaries to look up spellings and meanings of new words. You'll find encyclopaedias with lots of interesting facts and figures. And we have maps of this area, Ireland and the rest of the world.

For younger readers, there is a special area for children's books. Whether it's something to read to toddlers or something for the teenager, they're sure to find something here.

To find out more, why not drop in to have a look for yourself? Our friendly librarians will be delighted to show you around, and help you to join.

Reading: your local library

Which of the following statements about are true? Put a tick ✓ beside each TRUE statement.

The first one is done for you.

- | | | |
|----|---|-------------------------------------|
| 1. | a. You can only borrow books for a day. | <input type="checkbox"/> |
| | b. You can borrow books for three weeks. | <input checked="" type="checkbox"/> |
| | c. You can borrow books for a few months. | <input type="checkbox"/> |
| 2. | a. You must be over ten years of age to join the library. | <input type="checkbox"/> |
| | b. Only adults can join the library. | <input type="checkbox"/> |
| | c. All your family can join the library. | <input type="checkbox"/> |
| 3. | a. Adults must pay €2 to use the Internet. | <input type="checkbox"/> |
| | b. You can only borrow books from the library. | <input type="checkbox"/> |
| | c. The library only has old books. | <input type="checkbox"/> |
| 4. | a. The Reference section has books by Maeve Binchy. | <input type="checkbox"/> |
| | b. You'll find dictionaries in the Reference section. | <input type="checkbox"/> |
| | c. There is a special area for children's books. | <input type="checkbox"/> |
| 5. | a. You need to make an appointment before calling into a library. | <input type="checkbox"/> |
| | b. You can only meet librarians on Mondays. | <input type="checkbox"/> |
| | c. You can drop in to your library anytime. | <input type="checkbox"/> |

Reading: fiction and non-fiction

A fiction book tells a story, which is not true. Famous examples of fiction include Wuthering Heights written by Emily Bronte, The Three Musketeers by Alexander Dumas and Dracula by Bram Stoker.

A non-fiction book has facts, like a history book or a travel guide. A non-fiction book can also tell a story, but this story will be real. Famous examples of non-fiction books include the Oxford Dictionary, Encyclopaedia Britannica and Collins DIY manual.

Here are some well known books. Are they fiction or non-fiction books?

Fill in the tables. The first one is done for you.

Croke Park: A History by Tim Carey ✓ Irish Traditional Cooking by Darina Allen
 The Snapper by Roddy Doyle Design your Garden by Diarmuid Gavin
 The Lilac Bus by Maeve Binchy Gone with the Wind by Margaret Mitchell

Fiction		Non-Fiction	
Author	Title	Author	Title
		Tim Carey	Croke Park : A History

Reading: words used in libraries

Here are some words about the library. See if you can match them to their meaning.

The first one is done for you.

non-fiction	A person who works in the library
author	A company that prints books
publisher	A book about real people or things
fiction	A book that does not contain real facts
reference	A person who writes books
librarian	A book that you can use in the library



Reading: signs used in libraries

Each book shelf has a sign to show you what type of books are on it.
On the sports shelf you will find books about hurling and fishing

See if you can finish these signs using only vowels.
You'll find more information on vowels on page 18.

s p _ r t

t r _ v _ l

a n _ m _ l s

c _ _ k _ r y

e d _ c _ t _ _ n

h _ s t _ r y

h _ _ l t h

p l _ n t s

Writing: filling in forms

To join the library you need to fill out an application form. Bring proof of your address, like a bill, or bank statement with you.

Here is a completed library application form.

Name:	<u>Frank Maher</u>
Address:	<u>16 Friar Avenue</u>
	<u>Thurles,</u>
	<u>Co. Tipperary</u>
Date of birth:	January 17 1953
	Male <input checked="" type="checkbox"/> Female <input type="checkbox"/>
Home phone	<u>(0504) 41689</u>
Work phone	<u>(0504) 31257</u>
Mobile	<u>(087) 934440</u>
Email:	fmaher101@hotmail.com
Date:	October 21 2006
Signature:	<u>Frank Maher</u>
If you are under 16 please get this signed by a parent or guardian	
Date:	_____
Signature:	_____

Writing: filling in forms

You often need to write your signature on forms. Your signature is how you write your name in your own writing.

Put your signature here.

In some forms, you will see boxes as in the example below. You fill in these forms as you would fill in other forms. But in this case, you should only put one letter in each box.

(i) SURNAME	(ii) FIRST NAME(S)	(iii) DATE OF BIRTH (DD MM YY) e.g. 02 06 52
M A H E R	F R A N K	

Now fill in the blank form below with your name.

(i) SURNAME	(ii) FIRST NAME(S)	(iii) DATE OF BIRTH (DD MM YY) e.g. 02 06 52

Writing: dates as numbers

The form on page 52 asks for your date of birth as 'DDMMYY'. This means that the date is written only as numbers.

DD means the day. MM means the month. YY means the year.

To figure out which number is used for each month, you can write them out and number them, as shown below.

January	01
February	02
March	03
April	04
May	05
June	06
July	07
August	08
September	09
October	10
November	11
December	12

You can see that for numbers less than 10, you add in a 0. So, for example, March is 03.

So the date 21 March 2006 in DDMMYY format is

2	1	0	3	0	6
---	---	---	---	---	---

Note that '2006' is shortened to '06'.

Writing: dates as numbers

Write the following dates in DDMMYY format.

The first one is done for you.

1. 14 February 2004

1	4	0	3	0	4
---	---	---	---	---	---

2. 20 October 1999

--	--	--	--	--	--

3. 17 July 2001

--	--	--	--	--	--

4. 15 March 1956

--	--	--	--	--	--

5. 25 December 1960

--	--	--	--	--	--

6. 20 September 2000

--	--	--	--	--	--

7. 10 June 1985

--	--	--	--	--	--

8. 1 January 2001

--	--	--	--	--	--

9. 4 April 2007

--	--	--	--	--	--

10. 11 November 1972

--	--	--	--	--	--

Writing: filling in library forms

If you want a popular book you may need to reserve it. If you want a book the library does not have you can request it. They will borrow it from another library for you. To reserve or request a book, you will need to fill in a form like the one below.

Complete this form to order the non-fiction book, 'Sahara', written by Michael Palin.

Book Order Form

Author: _____

Book title: _____

Fiction **Non-fiction**

Name: _____

Address: _____

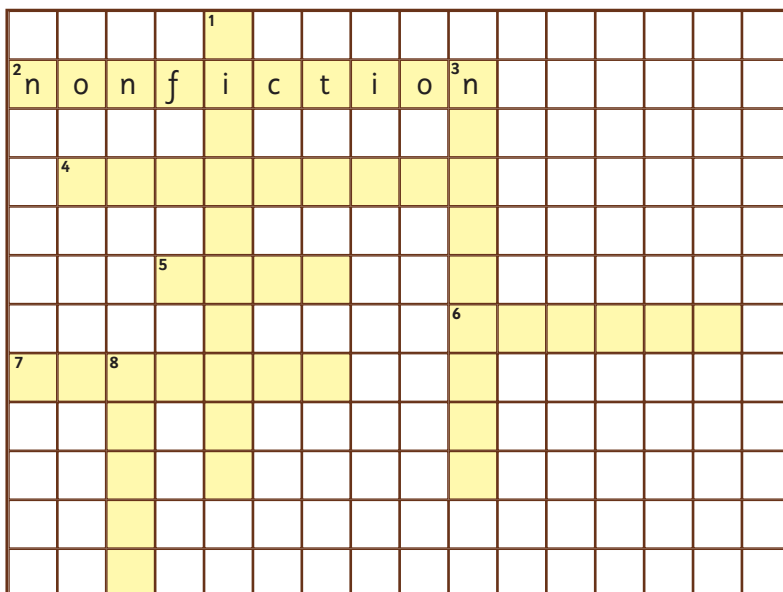
Phone: _____ **Date:** _____

Signature: _____

Crossword

All the answers to this crossword are words to do with libraries.

Fill in the crossword by answering the numbered clues below.
The first one is done for you.



TIP: The number of letters in the word is shown after the clue.

Clues across

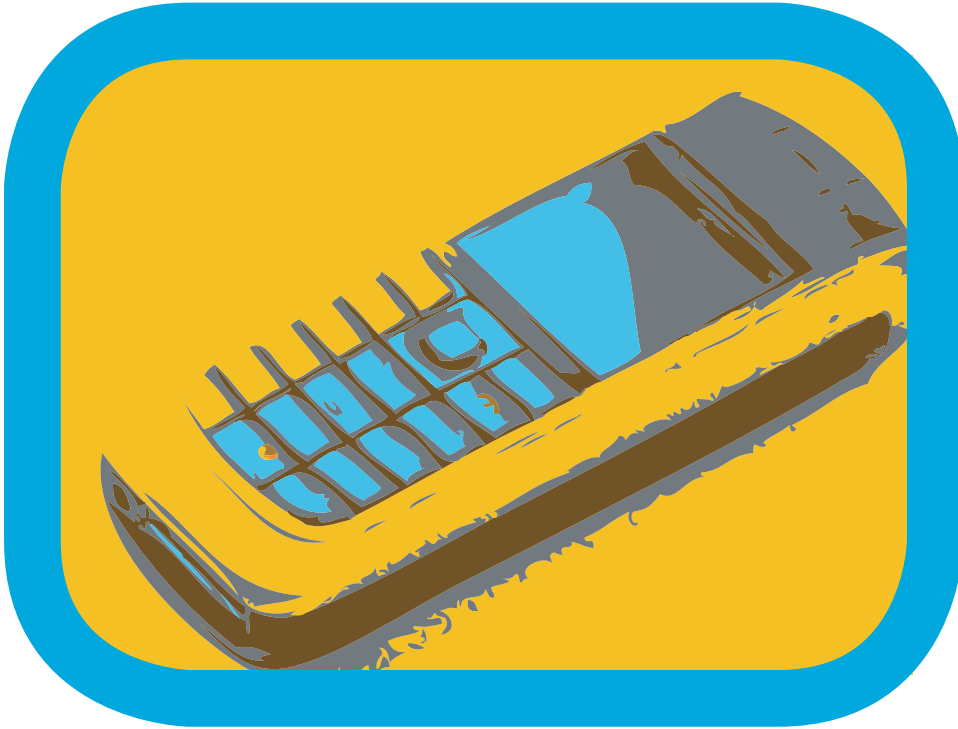
2. These books have facts. (10)
4. A book that is not about real people or things. (7)
5. You need to fill out one of these to join the library. (4)
6. A person that writes books. (6)
7. A building with books you can borrow. (7)

Clues down

1. A large book with words and their meanings. (10)
3. Read the daily or weekly news in this. (9)
8. The library has many of these. (5)

Mobile Phones

Introduction



The worksheets in this chapter are based on the following areas:

- the cost of using mobile phones,
- reading and writing text messages,
- sending text messages,
- abbreviations, and
- phone credit.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: mobile phones

If you've got a mobile phone, you should keep an eye on charges. You may find that companies change their rates or run special offers that can save you money.

Read the following advertisement for a company called Matador.

Then answer the questions on the following page.

Want Cheaper Calls?

Are you getting ripped off by high mobile phone charges? Do you want a cheaper way to use your mobile? If so, then Matador, Ireland's newest mobile network is just what you've been waiting for. Our off-peak prices are up to three times cheaper than our peak rates. Check out our rates below. Then call us to get connected.

Matador cost of calls per minute	Peak	Off-peak
	6pm - 2am	2am - 6pm
Calls to Matador customers	10c	10c
Calls to national landlines	54c	14c
Calls to other Irish mobile networks	62c	18c
Texts to Matador customers	free	free
Texts to other Irish mobile networks	15c	12c

Reading: mobile phones

See if you can answer these questions.

1. What are the peak hours?

2. Is it cheaper to call landlines before or after 6pm?

3. How much would it cost to call a national landlines number for 2 minutes?

4. How much would it cost to text a Vodafone phone on Thursday evening?

5. Is it cheaper to text other mobile networks before or after 6pm?

Writing: text messages

As you have seen, most of the time, it is cheaper to text someone instead of calling them. But what is texting?

Texting is when you use the keys on your mobile phone to send someone a message using written words.

Every mobile phone is a little bit different, but to send a text message, you need to find 'Messages' on your phone menu.

You can normally do this by carrying out the following steps:

1. Press the Menu button.
2. Press the Down arrow until 'Messages' appears.
3. Press the Menu button again.
4. Press the Down arrow until 'Write Message' or 'Create Message' appears.
5. Now you should have a blank screen where you can type your message.

TIP: If you get lost, press the Exit button, or the Red telephone symbol. This will normally take you back to the start.

Writing: text messages

Each of the keys on a mobile has a number and some letters on it.

For example, the number 2 key has the letters a, b and c.

The number 6 key has the letters m, n and o.



To get the letters, you need to press the number keys a few times. To type the letter d for example, you need to press 3 once. To write r, press 7 three times.

So you get the word 'hello' by pressing

44 33 555 555 666

Look at the picture of the mobile on this page. See if you can write out the keys you would press for each of these words. The first one is done for you.

ok	666 55
yes	_____
no	_____
call me	_____
happy	_____
birthday	_____

Writing: text messages

What word appears if you press these keys on a mobile phone?
The first one is done for you.

1. 8 44 33

the

2. 777 33 2 555 555 999

3. 88 7777 33 333 88 555

4. 4 88 444 3 33

TIP: To get a space between words, you press the 0 key.

Now try typing your name. First write down the keys you'll need to press.

Name: _____

Keys: _____

Spelling: abbreviations

An abbreviation is a shortened form of a word. You will see them all around you.

Every text message has a limit on the number of letters you can use. So it's a good idea to use abbreviations. This way of writing is often called text language. If you use a lot of letters, you could have to pay for an extra text.

Here are some common abbreviations you see everyday.

Mr.	Mister
Dr.	Doctor
St.	Street

See if you can match the abbreviations to their full meaning. The first one is done for you.

Ave.	County
ESB	Monday
Mrs.	Allied Irish Bank
Mon	teaspoon
Co.	Missus
tsp	avenue
AIB	Electricity Supply Board

TIP: A person's name always begins with a capital letter.

Spelling: abbreviations

When reading and writing text messages, we often come across strange looking abbreviations. Let's look at some examples.

One way to shorten words is to leave out letters or use letters that sound like words.

For example

congratulations	congrats
you	u
easy	ez

Another way is to use numbers that sound like words.

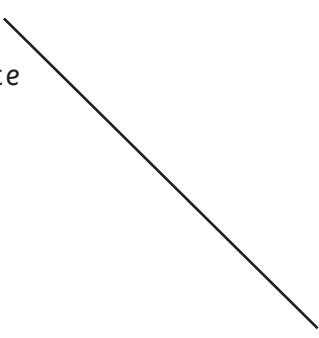
For example,

to	2
for	4
later	l8r

Now try to match the abbreviation with the word.

The first one is done for you.

the	people
2nite	are
b4	please
ppl	see
r	tonight
c	de
pls	before



Writing: abbreviations

See if you can write what each of these messages say. The first one has been done for you.

1. goin 2 galway 4 wknd c u mon

Going to Galway for weekend. See you Monday.

2. runnin l8 c u @ home

3. tanx 4 pressie c u l8r

Now see if you can shorten these messages using text language.

1. Are you going to the party tomorrow?

2. I'm on the train, so I should see you around 7pm.

3. Thanks for the card.

TIP: Most mobile phones nowadays have predictive texting. This means you don't have to use abbreviations anymore. However, you will need to switch this feature on before using it. Your mobile phone company should be able to tell you how to do this.

Reading: topping up phone credit

There are two ways to pay for your mobile calls – by regular bills or by using credit. If you use credit, you will need to pay money every now and then to buy time. This is called topping up your phone credit.

There are a number of ways to do this:

- with a top up voucher bought from a shop or vending machine,
- at an ATM if you have an ATM card,
- by text on your phone, or
- by using the Internet.

TIP: Always look out for extra credit offers when you top up on the Internet or with a bank.

To top up using a voucher, follow these 4 easy steps:

1. Buy a top up voucher in a shop or at a vending machine.
2. Dial 1741 on your phone.
3. Listen to the instructions.
4. Enter the code on the voucher and press the # key on your phone.
5. Listen for your new balance to make sure it's correct.

Reading: topping up phone credit

Answer the following questions by ticking the True or False box.

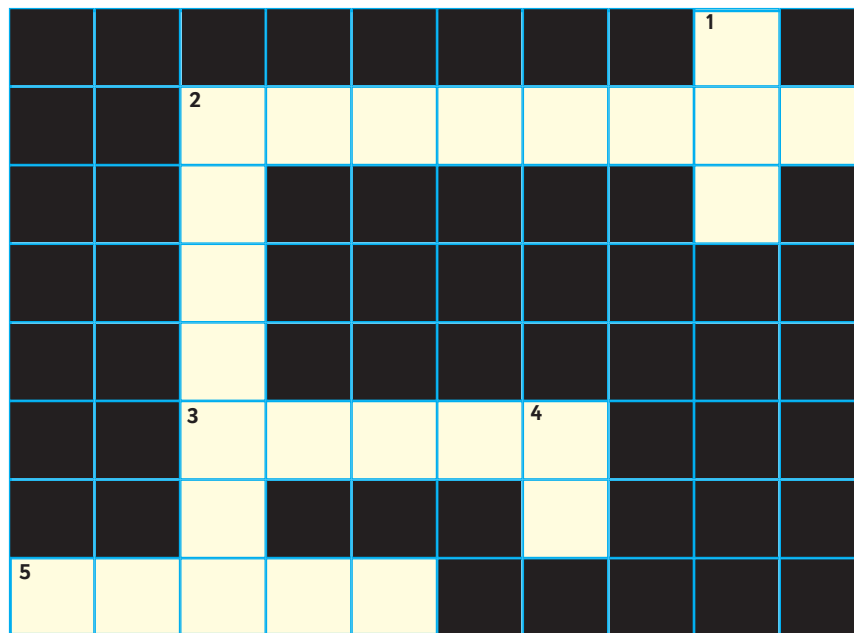
- | | True | False |
|--|--------------------------|--------------------------|
| 1. You can top up your mobile if you pay by bill. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Topping up your phone credit is difficult. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. You can top up your phone credit using an ATM card. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. You must enter the code on top up vouchers using your phone's keypad. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Topping up your phone credit on the Internet is more expensive than using vouchers. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. You can only buy credit in Vodaphone shops. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. You can check your credit balance on your mobile phone. | <input type="checkbox"/> | <input type="checkbox"/> |

Crossword

All the answers to this crossword are words to do with texting.

Fill in the crossword by answering the numbered clues below.

The first one is done for you.



TIP: The number shows how many letters are in the answer.

Across

2. 2moro (8)
3. gr8 (5)
5. l8r (5)

Down

1. 4 (3)
2. 2nite (7)
4. 2 (2)

Information and Communications Technology



The worksheets in this chapter are based on the following areas:

- information and communication technology,
- parts of a computer,
- plurals,
- the Internet,
- looking at Web pages, and
- using search engines.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: information and communications technology

Information and communications technology in everyday life

Nowadays, technology is all around us. ICT is an abbreviation for Information and Communications technology. You use ICT everyday when you

- talk on the phone,
- use an Automatic Teller Machine (ATM) at the bank,
- text someone using your mobile phone,
- use your remote control to change TV channels,
- scan shopping at the supermarket.

All of these things are now done by using computers. Banks, supermarkets, hospitals and mobile phone companies all use computers. In your home, you can use computers to

- write documents such as letters and stories,
- print out your writing,
- find information using the Internet, and
- send emails to friends and family all over the world.

Everyone uses computers now and you can too. To find out more about computers, you can

- contact your local VEC Adult Learning Centre,
- call into your local library, or
- use the Internet to check out www.rug.ie

Reading: ICT

See if you can answer the following questions:

1. What is ICT short for?

2. Give three examples of ICT in everyday life.

3. Give two examples of how you can use computers at home.

4. How can you learn more about computers?

5. Can you give one example of when you have used ICT in the last week?

Reading: parts of a computer

A personal computer, or PC, is made up of different parts. These parts are known as 'hardware'.

The main part of the computer is the box or tower – this is the 'brain' of the computer. This contains all the parts that tell the computer what to do. You can put it on a desk or on the floor under the desk. You can insert CDs and sometimes DVDs into a drawer at the front.



The monitor is the screen that you can see all the information on. You can see what you are working on and any changes that you are making. Modern monitors are very slim.

The keyboard is normally on the desk in front of the monitor. It has keys that you press to send information to the computer. It has the letters of the alphabet, numbers, punctuation marks and other special keys that give information to the computer.



The mouse is used for pointing and clicking. It sits on the desk and you place your hand on it to move it. It moves the pointer on the screen.

Reading: parts of a computer

See if you can match the description to the name of the computer part and then match this to the correct picture.

The first one is done for you.

Allows you to type
in text.

The monitor



Allows you to see
movies and
pictures and
to read documents.

The mouse



The 'brains' of the
computer – this
is the part that does
all the hard work.

The keyboard



Allows you to
move things
around the screen.

The box or tower



Spelling: plurals

When you have more than one of something, you add an '-s' to the end of that word.

one computer _____ two computers

one document _____ four documents

**See if you can put these words into the correct sentence.
Add the letter -s if there is more than one of the item.**

monitor document movie keyboard computer

1. Every computer has a box, a keyboard, a _____ and a mouse.
2. Learning centres normally have several _____ for students to use.
3. You can watch _____ on the monitor.
4. The letters of the alphabet are on the _____.
5. You can use computers to write _____.

Spelling: plurals ending in -s, -ch, -sh or -x

Sometimes, you need to add 'es' to a word to make it plural.

If the word ends with '-s', '-ch', '-sh', or '-x' then you add '-es'.

For example,

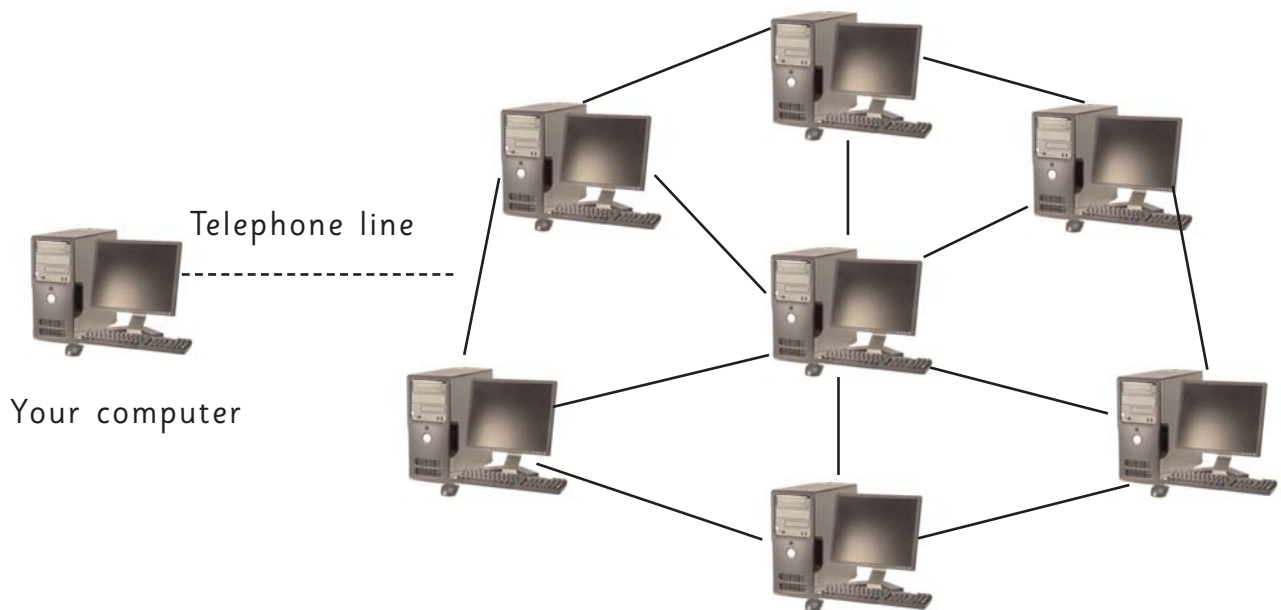
One bus	two buses
One church	seven churches
One flash	ten flashes
One fox	several foxes

Add 's' or 'es' to each of these words to get their plural.

1. lunch _____
2. fax _____
3. match _____
4. boss _____
5. dish _____
6. wax _____
7. brush _____
8. box _____
9. glass _____
10. watch _____

Reading: the Internet

You hear a lot of people talking about the Internet, but what exactly is it? The Internet is made up of millions of computers connected together all over the world, in other words, a huge network of computers. By using a telephone line, you can connect your computer to this network and get information from other computers.



To get your computer connected to the Internet, you will need to call an Internet Service Provider (ISP), such as Eircom. They will send you a disc and explain what you need to do and how much it will cost. There are lots of ISPs in Ireland, but here are some of the more popular ones:

Eircom

NTL

East

Digiweb

Irish broadband

Chorus

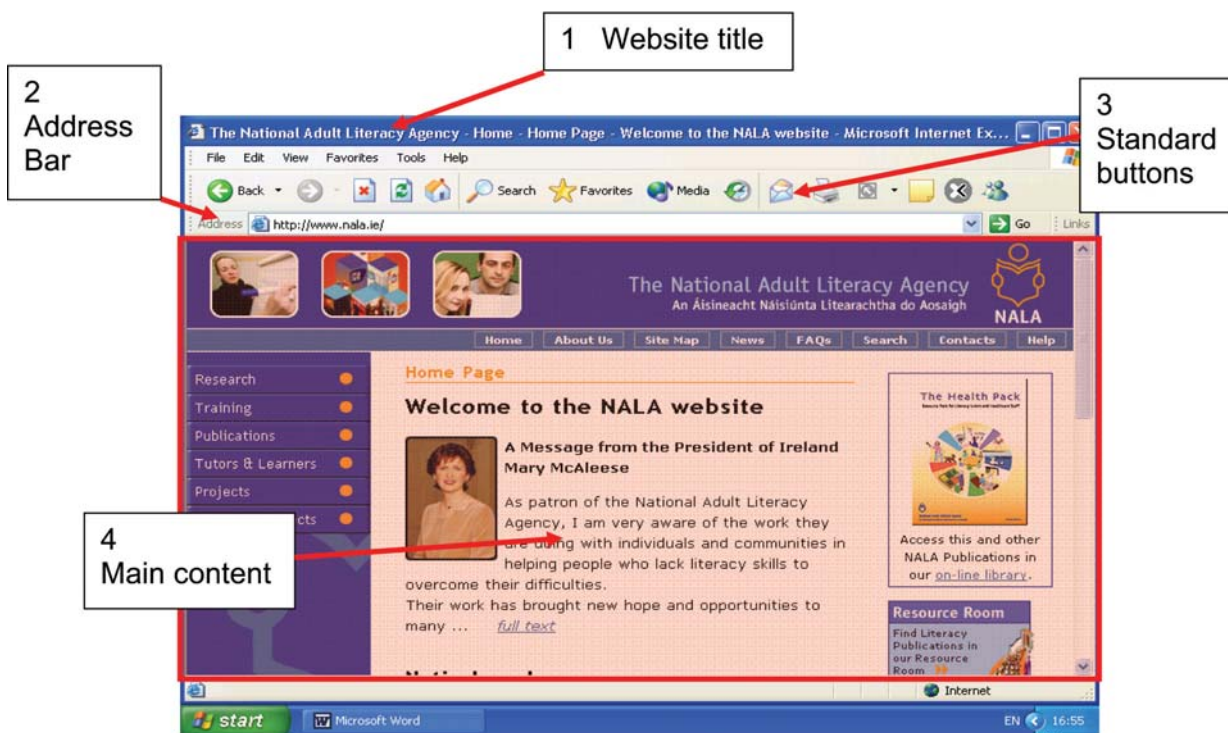
To find out about their services, just look them up in the phone book and give them a call.

Reading: Web pages

Once you're connected to the Internet, you use a computer programme such as Microsoft Internet Explorer or Mozilla Firefox to look up information. These programmes are called 'browsers' because you can use them to browse or look around the Internet.

The Internet is also sometimes called the World Wide Web. They're not exactly the same, but they mean almost the same thing to everyone. To look at information on the 'Web', you look at 'Web sites' and 'Web pages'.

Here is an example of a Web page. You will find more information on the different parts on page 78.



Reading: Web pages

Every Web site and Web page is slightly different, but there are some parts that are almost always the same.

1. This is a picture of the NALA **website** www.nala.ie The title of the site appears across the top of your browser.
2. The address bar shows you where exactly you are on the Internet. Most website addresses start with 'www.' which stands for World Wide Web. You can ignore the other text 'http://' before 'www' in most cases.

The letters at the end tell us which country the website is from. Most Irish websites have '.ie' after them, for example.

www.nala.ie , www.rte.ie

3. The Standard buttons allow you to move around the Web. The arrow buttons allow you to move backwards and forwards between Web pages. The Home button, which looks like a house, takes you to whatever home page you are using. Depending on which browser you are using, you may have different standard buttons.

Parts 1, 2 and 3 are part of the browser, and so they never really change.

4. The main content of every Web page is normally in the middle of the screen. This may contain text, graphics, moving pictures, cartoons or even video.

Reading: Web pages

Put a tick ✓ beside each statement if you think it's true or false. The first one is done for you.

	True	False
1. The Internet is sometimes known as the World Wide Web.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. There are only a couple of hundred computers connected to the Internet.	<input type="checkbox"/>	<input type="checkbox"/>
3. Most Web site addresses begin with the letters 'www'.	<input type="checkbox"/>	<input type="checkbox"/>
4. You can connect to the Internet by contacting the ESB.	<input type="checkbox"/>	<input type="checkbox"/>
5. Connecting to the Internet from home is free.	<input type="checkbox"/>	<input type="checkbox"/>
6. You need to use a browser to see the Internet.	<input type="checkbox"/>	<input type="checkbox"/>
7. Microsoft Internet Explorer is an example of a browser.	<input type="checkbox"/>	<input type="checkbox"/>
8. www.nala.ie is an example of a Web site based in England.	<input type="checkbox"/>	<input type="checkbox"/>
9. The Address bar on a browser shows you the name of the Web site you're looking at.	<input type="checkbox"/>	<input type="checkbox"/>

Reading: search engines

The internet is huge – there are millions of Web pages connected together. So it can often be difficult to find the information you want. This is where ‘Search Engines’ become very useful.

A search engine is a Web site that allows you to search the Internet for the information you need. A very popular search engine is called ‘GOOGLE’ – www.google.ie. In fact, Google is such a popular search engine that the term, ‘to google’ has been put into the dictionary.

Other popular search engines are:

Yahoo www.yahoo.com

Alta vista www.altavista.com

Lycos www.lycos.com

Ask www.ask.com

You use search engines by typing keywords into a search box. The search engine will then list websites that contain that keyword. It is a bit like an index at the back of a reference book.



Writing: using keywords

There are three good tricks to using search engines.

1. Use lots of keywords in your search. You can leave out small words like 'in' and unnecessary words like 'county'.
2. You can use inverted commas, which look like this – “”, around keywords so the search engine only looks for the pages that contain all of the words in the phrase.
3. On Google, you can decide to only search for pages in Ireland.

See if you can write down the phrase you would use to search for the following information:

1. The name of the first Taoiseach

2. The height of the tallest mountain in Europe

3. The names of hotels in Clonakilty

4. The phone number for your local adult learning centre

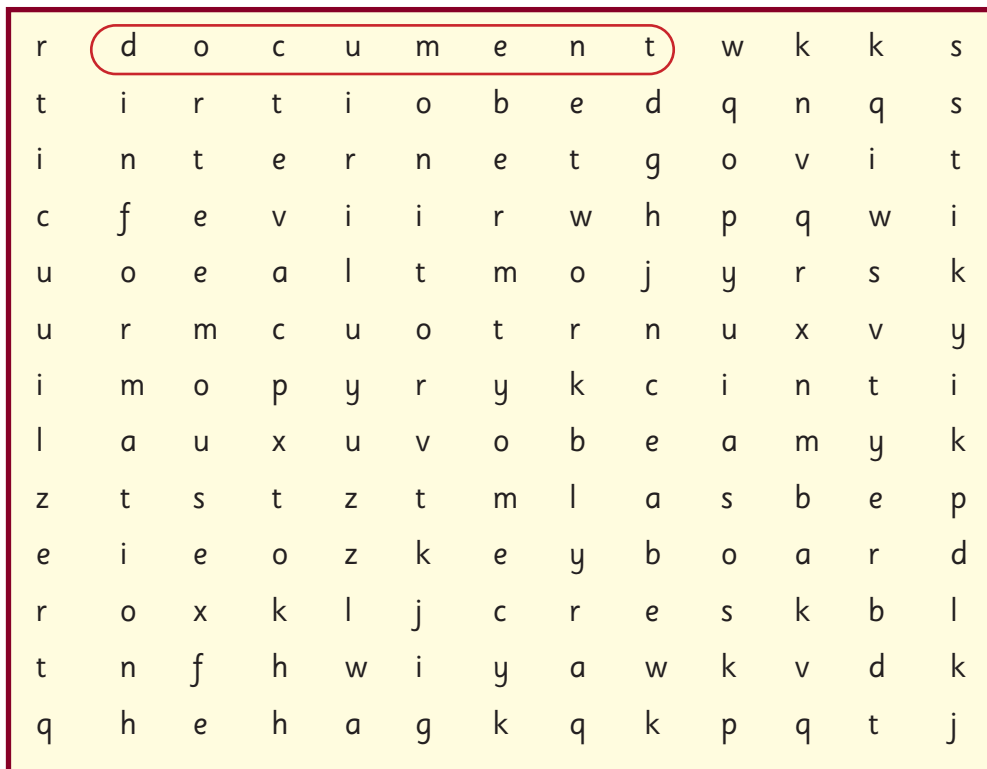
5. The final score in the 1995 All Ireland Football Championship

Wordsearch

The words in the box are all to do with computers. See if you can find the words in the word search. The first one is done for you.

TIP: The words go across, down and sideways.

document ✓	internet	information
monitor	keyboard	computer
network	mouse	



Saying No

Introduction



The worksheets in this chapter are based on the following areas:

- employment rights,
- how to make your point,
- writing notes,
- taking telephone messages, and
- shortened words.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: employment rights

Employment rights

Many of us have questions we need answered about our working conditions and rights. Here is one example of a situation:

Maternity leave

Sheila had a baby recently. Sheila took maternity leave but she forgot to let her employer know that she was going to return to work. She thought her employer knew she was going back after her leave. She had called to the workplace about 2 months before she was due to return and was sure she said she would be coming back.

However, when she did return, her employer told her that she had been replaced and would not take her back. Her employer said that the proper notice saying she was going to return after her leave had not been given in writing. What rights does Sheila have?

Sheila, by law, needed to give at least 4 weeks' written notice that she was going to return to work. She did not do this and is in real danger of losing her right to return to work. Sheila can find out what her rights are and if she can do anything about her situation by getting in touch with her local Citizen's Information Centre.

Reading: employment rights

See if you can answer these questions.

1. What kind of leave had Sheila taken from work?

2. What did Sheila forget to do?

3. What happened when she returned to work?

4. What notice, by law, should Sheila have given?

5. Where can she go to for help?

Speaking: how to make your point

Often we meet situations where we find it difficult to say what we want or how we feel. In Sheila's case, she needed to raise her problem with her employer. It can be difficult in situations like this to set out your case properly. But with a little preparation, you should find it easier.

Here are some simple steps to help deal with situations that cause us difficulties.

These steps are:

1. Explain the situation as you see it.
2. Keep to the point – don't bring in other issues or things that have happened in the past.
3. Be brief – to avoid the other person losing interest or butting in.
4. Describe what is happening and not why you think it is happening.
5. Own your feelings about the situation. For example, say **'I'm angry.'** not **'You** make me angry.'
6. Try to get into the other person's shoes. For example, 'I can see you are upset.'
7. Say what you need but make as few demands as possible.
8. Remember, sometimes it is a matter of give and take.

It is useful to write down what you want to say before you say it.

Speaking: how to make your point

The dogs next door to Tom have been keeping him awake at night. He decides to talk to his neighbour about the problem.

Before he talks to his neighbour he writes out what he will say.

Fill in the gaps with a word from the box.

work	problem	two	grateful	
nights	barking	awake	early	tired

Tom explains: I would like to talk over a _____ with you. During the past week I have been kept _____ for _____ because the dogs were _____.

Tom says how he feels: I have to get up _____ for _____ and am feeling very _____ .
I know how important the dogs are to you.

Tom says what he needs: If you could take the dogs in after 11 o'clock, I would be very _____ .

Speaking: how to make your point

You have been asked to change your shift in work.

This is the third time in two weeks. You feel that this is unfair and you also are finding it difficult to change your shift as you have a family to look after. You would find it helpful if you had a few days notice of the change in shift.

You decide to talk to your boss about it.

Write out what you will say.

I would like to _____

Over the past two weeks _____

I feel that this is _____

It is also difficult for me because _____

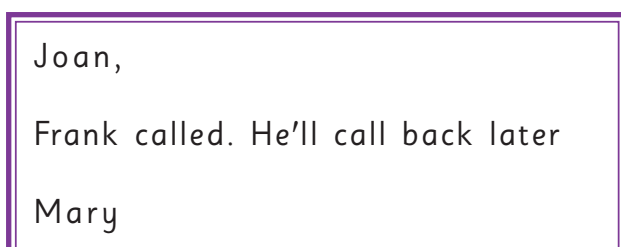
It would be helpful _____

Writing: notes

A note is just a short message. You may often need to write them at home or in work. When we are writing notes we don't have to worry about writing proper sentences or even punctuation. We just have to write enough information so that the person understands the message.

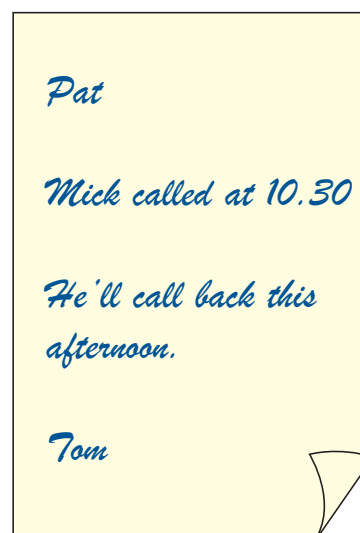


One kind of note we often have to write down is a telephone message.



When taking down telephone messages we usually write:

- who it's for
- who called
- roughly what time they called at
- the actual message
- your name



Writing: notes

See if you can fill in the gaps with a word from the box.

back

I'm

oven

Dinner in _____ .

_____ gone out.

_____ at 10.

Dad

meeting

phoned

she'll

10.30

Mary,

Cheryl _____ .

_____ be

late for the _____ .

Anna

Writing: telephone messages

Read the telephone conversation below. Then see if you can write the message you need to give to Anna.

Hi. Mary Lee here.
Is Anna there?

No. I'm afraid she's out at the
moment. Can I take a message?

Yes. Tell her I phoned. I can't meet
this afternoon. Will she phone me
back? My mobile number is
082 - 3434723.

11.15

Anna

Writing: shortened words

Look at the notes Marie wrote to Pat.

Pat
Mick phoned.
He'll be out today.
Marie.

Pat
I'm gone for lunch
Be back at 3.
Marie

He'll is made up of two words – **he** and **will**.

We use ' to show that the letters **wi** have been left out.

I'm is also made up of two words – **I** and **am**.

TIP: The mark ' is called an apostrophe

We use ' to show that the letter **a** has been left out.

Match the words to their shortened form.

she will	we're
he is	I'm
we are	it's
it is	she'll
I am	he's
I will	we've
we have	I'll

Writing: shortened words

1. Rewrite the sentences, putting in the shortened forms.

The first one is done for you.

- a. **I am** gone to the shops. I'm gone to the shops
- b. **He is** on sick leave. _____ on sick leave.
- c. **She will** be here soon. _____ be here soon.
- d. **We are** closed for lunch. _____ closed for lunch.
- e. **It is** raining today. _____ raining today.
- f. **I will** see you at 6. _____ see you at 6.

2. Write the following words out in full.

The first one is done for you.

- you're you are I'm _____
- he'll _____ we've _____
- it's _____ they've _____

Word puzzle

These are some of the words you met in this chapter. The letters in the words are mixed up.

See if you can write the letters in the correct order.

emsagse ○○○○○○○

inpot ○○○○

eponelthe ○○○○○○○○○

gihrts ○○○○○

rtiwnig ○○○○○○○

fironamtoni ○○○○○○○○○○○

teon ○○○○

zictine ○○○○○○○

Train Journeys

Introduction



The worksheets in this chapter are based on the following areas:

- trains in Ireland,
- timetables,
- the 12 and 24-hour clocks,
- making telephone calls,
- speaking timetables and
- learning spellings.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: trains in Ireland

Trains in Ireland

Córas Iompair Éireann, or CIÉ, was set up in 1945, and now runs most rail and bus services in Ireland.

Iarnród Éireann was started on 1 February 1987, as a separate company within CIÉ. The words 'Iarnród Éireann' are Irish and translate into English as 'iron road', but this is taken as the Irish for 'railway'.

Iarnród Éireann runs intercity trains between major urban areas such as Dublin and Galway. These trains are diesel trains. New carriages and engines for these trains were bought in 2006.

It also operates suburban and commuter railway services. These are smaller diesel trains, but there is also an electrical system in operation along the coast in Dublin. The Dublin Area Rapid Transit, or DART for short, runs from Howth in the north of Dublin to Bray in the south of Dublin.

Dublin's newest train system, the LUAS, runs on two lines. But this electrical tram system is not run by Iarnród Éireann. It is operated by a private company, Veolia Transport Ireland. The Green Line runs from Sandyford to Stephen's Green and the Red Line runs from Tallaght to Connolly station.

TIP: Passengers who travel daily on a train, bus or car are known as 'commuters'.

Reading: trains in Ireland

Put a tick ✓ beside each statement to indicate if you think it's true or false. The first one has been done for you.

- | | True | False |
|--|-------------------------------------|--------------------------|
| 1. Iarnród Éireann is part of CIE. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2. The LUAS is run by Iarnród Éireann. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. DART stands for 'Dublin Area Reliable Transport'. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. The LUAS Red Line runs from Sandyford to Stephen's Green and the Red Line runs from Tallaght to Connolly station. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Most Intercity trains are electrical. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. The DART runs from Howth to Bray. | <input type="checkbox"/> | <input type="checkbox"/> |



Reading: timetables

Dublin-Cork-Direct Services – Monday - Saturday								
		MON TO SAT	FRI & SAT ONLY	MON TO SAT	MON TO SAT	FRI ONLY	MON TO SAT	MON TO SAT
DUBLIN	Dep	9:00	10:40	11:00	13:00	16:00	18:30	21:00
Heuston								
Kildare	Dep	9:28						21:28
Portlaoise	Dep	9:29			13:50	16:56		21:53
Thurles	Dep	10:21		12:21	14:19		19:48	
Mallow	Dep	11:27	12:46	13:16	15:16	18:33	20:44	23:16
CORK	Arr	11:55	13:15	13:45	15:50	19:01		23:50

Train timetables can look very complicated, but with a little practice, you'll soon get the hang of them. Because timetables contain a lot of information and are often quite small, some words are always abbreviated. This means they are shortened. Here is a list of common abbreviations from timetables:

Word	Abbreviation
Monday	Mon
Tuesday	Tues
Wednesday	Wed
Thursday	Thurs
Friday	Fri
Saturday	Sat
Sunday	Sun
Departs	Dep
Arrives	Arr

Reading: timetables

To find information on a timetable, you need to look across and down the table. For example, let's say you want to go from Dublin Heuston to Cork and you want to leave at around 9 am. You first find Dublin Heuston and then look across until you see 9:00. Now, if you look down below this number to Cork, you'll see the time 11:55. This means that the train leaving Dublin at 9 am gets to Cork for 11:55.

Look at the timetable again, and see if you can answer the following questions. The first one is done for you.

1. A Cork train leaves Dublin at 10:40 am on Mondays. What time does it arrive in Cork? 13:15
2. Does the 11:00 Cork train stop at Kildare? _____
3. Is there a 10:40 train to Mallow on Tuesday? _____
4. What is the latest train you can get from Dublin Heuston to Cork from Monday to Saturday? _____
5. What time does this train arrive in Cork? _____
6. What time does the 09:29 train from Portlaoise arrive in Mallow?

Reading: time

There are 24 hours in one full day. Times can be given in either 12-hour or 24-hour times.

12-hour Clock

When using the 12 hour clock, it's important to know whether the time is in the morning, in the afternoon, in the evening or at night. 9 o'clock for example could be 9 o'clock in the morning or 9 o'clock at night. To show the difference, we use the abbreviation 'am' for anytime before midnight noon and 'pm' for anytime between noon and midnight.

TIP: **am** is an abbreviation for the Latin phrase 'Ante Meridiem', which literally means 'before noon'. **pm** is an abbreviation for the Latin phrase 'Post Meridiem', which means 'after noon'.

Look at the clocks below and write in the time beside them using am or pm. The first one is done for you.

1. Nine o'clock in the morning 9 am
2. Eleven o'clock at night _____
3. One o'clock in the morning _____
4. Four o'clock in the afternoon _____
5. Two o'clock in the night _____

Reading: the 24-hour clock

There are 24 hours in a day. The 24-hour clock uses the numbers from 1 to 24 for each hour. The table below shows the times of the day in 12 and 24-hour formats.

12-hour clock	24-hour clock
12 am (midnight)	00:00
1 am	01:00
2 am	02:00
3 am	03:00
4 am	04:00
5 am	05:00
6 am	06:00
7 am	07:00
8 am	08:00
9 am	09:00
10 am	10:00
11 am	11:00
12 pm (noon)	12:00
1 pm	13:00
2 pm	14:00
3 pm	15:00
4 pm	16:00
5 pm	17:00
6 pm	18:00
7 pm	19:00
8 pm	20:00
9 pm	21:00
10 pm	22:00
11 pm	23:00

Numeracy: time

Look at the times below and see if you can fill in the missing times.
The first one is done for you.

TIP: To change a 24 hour time into 12 hour time,
you need to take away 12.

12 - hour clock	24 - hour clock
1 am	01:00
	09:00
11 pm	
9:30 pm	
	08:15
	14:45
4 pm	
	04:30
12 pm	
	00:00

Listening: answering machines

Jim lives in Cork and is going to a concert in Dublin. He calls the Iarnród Éireann (Irish Rail) Speaking Timetable on 1890 778899 to find out the train times from Cork to Dublin.

Speaking timetables are automatic – this means that you are listening to an answering machine and not a real person. A voice reads out a list of options. You need to say a word in order to get more information on that subject.

This is what Jim heard when he called.

Welcome to Iarnród Éireann customer information line.

For **timetable inquiries please say the name of the station you are travelling from, for example Dublin**

Then say your **destination. Your destination is the place you are going.**

Then say on what **day you wish to travel.**

Then say at what time you wish to **arrive.**

For all other inquiries please say other **inquiry.**

You can also say **help at any time.**

When you have completed your inquiry just hang up.

Should you wish to speak to an **agent, say agent.**

Speaking: speaking timetables

You can see from the example that you need to know exactly what you're looking for before making a telephone call to a speaking timetable. You will need to know:

- the station from which you are **departing**,
- your **destination**, and
- the **day** and **time** you wish to **depart** and **arrive**.

Jim is departing from **Mallow** station. His destination is **Dublin** on **Saturday**. He wants to arrive by 18:00.

Fill in the blanks on the speaking timetable conversation.

Speaking Timetable: Please say the name of the station you are travelling from, for example Dublin.

1. **Jim:** _____

Speaking Timetable: On what day would you like to travel?

2. **Jim:** _____

Speaking Timetable: Now tell me your destination.

3. **Jim:** _____

Speaking Timetable: Now tell me at what time you would like to arrive.

4. **Jim:** _____

Speaking Timetable: A train departs Mallow at 15:00 and arrives in Dublin at 17:30.

Spelling: learning new spellings

There are many ways to learn a spelling. In this chapter we came across the word **departure**. Some people find this difficult to spell.

The **look – trace – say – cover – write - check** method is one way to learn a spelling. It is useful because it can help people with different learning styles.

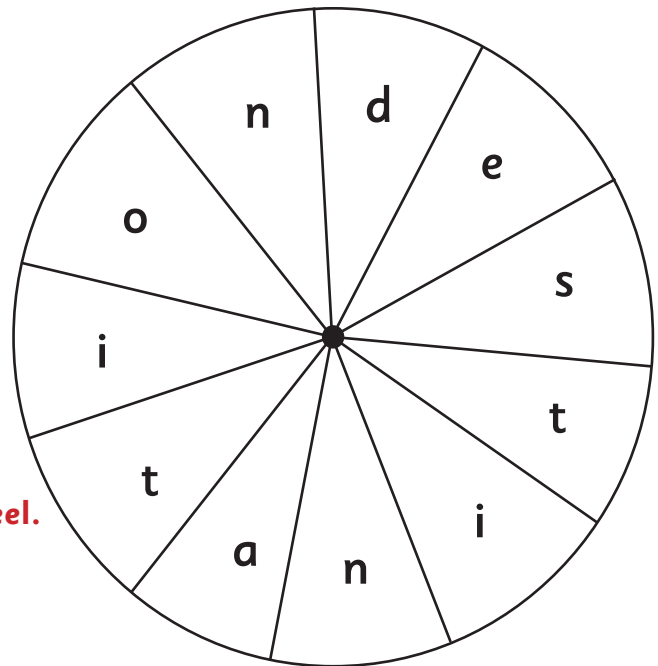
1. First, write down the word 'departure'. Check it to make sure it's correct.
2. Now, **look** at it. Does the word look the way it sounds? Use a highlighter pen for the part of the word that looks as if it might give you trouble to spell. The last four letters in the word 'departure' might give you trouble. These letters are -ture.)
3. **Trace** it with your finger saying the word as you trace.
4. **Say** it to yourself.
5. Next **cover** the word.
6. **Write** the word again.
7. Now look at it and **check** to see if it looks correct. If it does, then check it against the word you covered.

Try this whenever you come across words you think will be difficult to spell. It might take a little time, but by using this method, you'll soon be learning and remembering lots of new words.

Wordwheels

The word in the wheel is DESTINATION

TIP: The numbers after each clue tell you how many letters are in the answer.



Find these words made up from the letters in the wordwheel. The first one is done for you.

1. A place where birds live. (4) nest
2. Your _____ of birth. (4) _____
3. A feeling or flavour in your mouth. (5) _____
4. A dirty mark on clothes. (5) _____
5. A place from where trains leave. (7) _____
6. Something you get on you skin on a sun holiday. (3) _____

Parent Teacher Meetings

Introduction



The worksheets in this chapter are based on the following areas:

- education in Ireland,
- words within words,
- word building,
- reading school reports,
- writing notes,
- preparing for parent teacher meetings and
- understanding guidelines.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: education in Ireland

Education in Ireland

Have you ever wondered how the Irish Education system works? If so, here's a short guide to Irish education. The first thing to know is that under the Irish Constitution, agreed in 1937, everyone up to the age of 18 has a right to education!

Education in Ireland is compulsory up to the age of sixteen. This means that all children between the ages of six and sixteen must attend school.

Education in Ireland is free. In other words, the government pays for everyone's education. So unless you decide to send your child to a private school, education is free. Of course, you still have to pay for books and clothes and all the other things a school-going child needs!

The Irish education system is divided into three levels, all run by the Department of Education and Science. Children usually start Primary School at the age of five and leave at 6th class, at around the age of 12.

At second level, children spend five to six years in school and can take the Junior Certificate and Leaving Certificate examinations. Finally there is third level, where people study for certificates, diplomas and degrees.

Whatever area of education you wish to pursue for yourself or for your child, it is important to find out as much as possible about the choices that are available. Attending Parent Teacher Meetings is an important part of learning about and making choices about your child's education.

Reading: education in Ireland

Answer the following questions.

The first one is done for you.

1. At what age does a child usually start primary school?
 - a. 5
 - b. 7
 - c. 8

2. At what age does a child usually leave primary school?
 - a. 12
 - b. 10
 - c. 8

3. At what age can children leave school?
 - a. 12
 - b. 16
 - c. 18

4. At which stage of the Irish education system do the State examinations of Junior and Leaving Certificate take place?
 - a. Primary level
 - b. Second level
 - c. Third level

5. Which Government Department is responsible for Education?
 - a. The Department of Finance
 - b. The Department of Education and Science
 - c. The Department of Social and Family Affairs

Spelling: words within words

Many words have other words within them. For example, you can see the word 'child' within the word 'children', and the word 'exam' in 'examination'.

Look at the list of words below, and write out smaller words you can see in them.

TIP: The answers are at the back of the workbook.

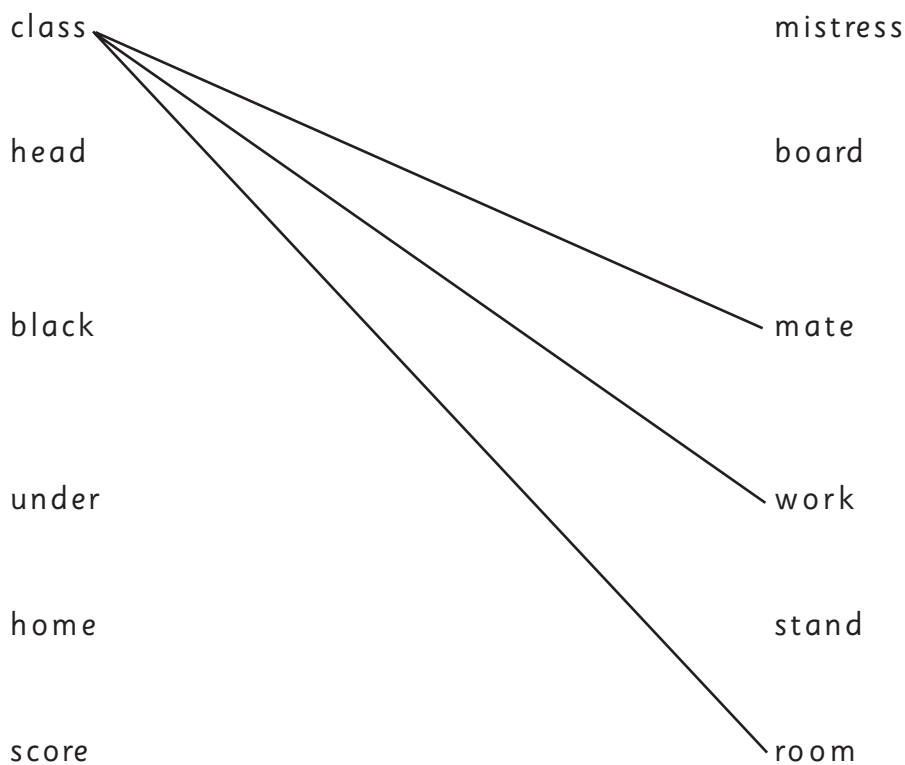
The first one is done for you.

1. wondered on, won, red, wonder _____
2. sixteen _____
3. clothes _____
4. usually _____
5. second _____
6. department _____
7. teacher _____
8. information _____

Spelling: word building

Some words are made up of two smaller words. For example, the two words 'not' and 'ice' make the new word 'notice' when put together.

See if you can join the words together to make longer words.
The first one is done for you.



class mate

class work

class room

head _____

head _____

head _____

black _____

under _____

home _____

score _____

Reading: school reports

St. Mel's School, Glenbeigh, Co. Kerry

Second Year Christmas Examination Report 2005

Student Name: Claire Dunne

CLASS: 5B

Number of days absent: 1

Results

Subject	Mark	Grade	Comment
Irish (L)	45	E	Can do much better
English (H)	75	B	Good student - works well
Maths (L)	62	C	Good student works well
Spanish (H)	61	C	Trying Hard
History (H)	76	B	Good worker
Biology (H)	68	C	Good student works well
Economics (L)	54	D	Trying hard but very weak

Comments: Claire is doing her best. However she is struggling with Economics.

Signed: *Mary Ryan*
Principal

Reading: school reports

Answer the questions below based on the school report on page 112.

1. In which class is Claire?

2. What is the name of Claire's teacher?

3. How many days was Claire absent from school?

4. What was Claire's mark in English?

5. What was Claire's mark in Maths?

6. What was the teacher's comment about Claire's English?

7. What was the teacher's comment about Claire's Economics?

Writing: notes

When preparing for parent teacher meetings, it's a good idea to make some notes. You might also write a note to

- remind yourself of something that you need to do;
- record a telephone message;
- give a message to a teacher;
- say thank you when you have received a gift.

Notes don't have to be written in any particular way, but here's a short checklist you can use to check your note.

- Is it clear who the note is for?
- Have I given the message accurately?
- Did I put a date and time on it?
- Did I sign my name?
- Is the tone ok – friendly, serious, neutral?

If you can answer yes to these questions, then your note should make sense to the reader.

Writing: notes

Here is an example of a note to a teacher.

1st June 2006

Dear Ms Ryan,

Claire was not in school yesterday as she had a toothache.
Please excuse her absence.

Mavis Dunne

Imagine you have a son, Patrick, who couldn't do his homework last night because he felt sick.

See if you can fill in the blanks in the note to his teacher, Mr. Fitzgerald, explaining what happened. Use the note above to help you.

Dear _____ ,

_____ could not _____ his _____ last night _____

he was _____ . He will _____ _____ tonight.

Speaking: preparing for parent teacher meetings

Schools hold regular Parent Teacher Meetings during the year. This is a chance for parents to talk to their child's teacher to find out how they are doing. It is also a chance for you to find out how you can help your children more. But before you go to a Parent Teacher Meeting, there are a couple of things you should do first:

- Check your child's last school report – is there anything you need to follow up?
- Find out the names of your child's teachers.
- Ask your child if they're having any problems in school.
- Prepare a list of questions, noting down what you want to ask, and who you want to talk to.
- Make sure you allow plenty of time for the meeting. You may have to wait to talk to some teachers.
- Take a notepad with you and make notes.

If you have children in school, try to answer the following questions:

1. How many teachers does your child have?

2. How many children are in your child's class or classes?

3. What are your child's strongest and weakest subjects?

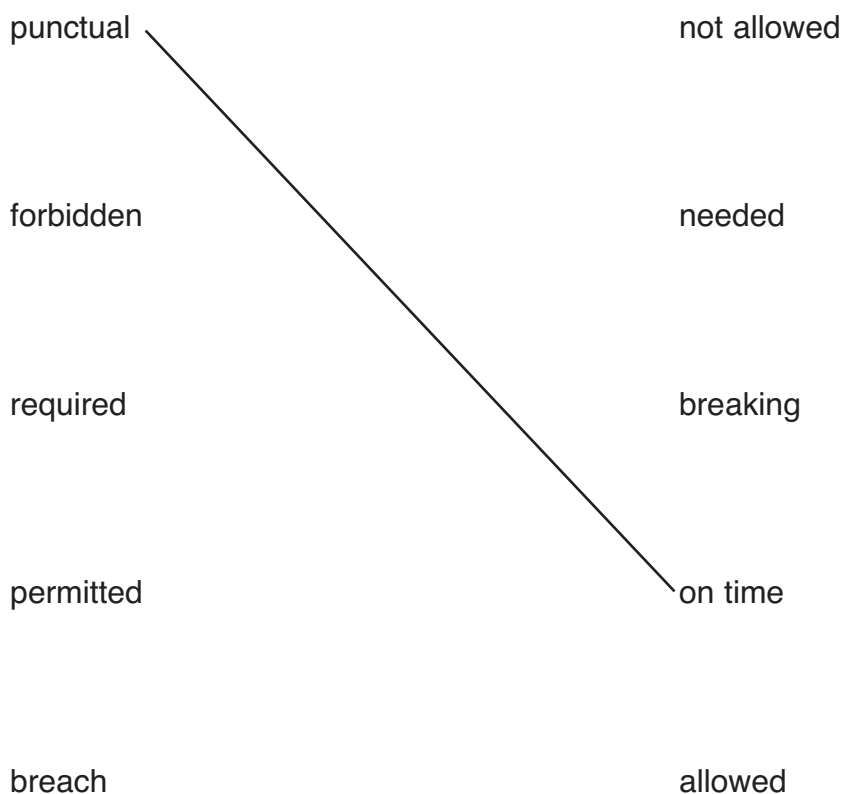
4. How often does your child's school hold parent teacher meetings?

Reading: guidelines

Every school has rules and regulations. Sometimes, these are called guidelines. The following guidelines often appear in school and work handbooks.

1. All students must be punctual.
2. Chewing gum is strictly forbidden.
3. When absent, a note from a parent or guardian is required.
4. No mobile phones are permitted on the premises.
5. School uniforms must be worn at all times.
6. Students will be suspended for any breach of the rules.

See if you can match the words to their meaning. The first one is done for you.



Word puzzle

See if you can find these words made up from the letters in the word:

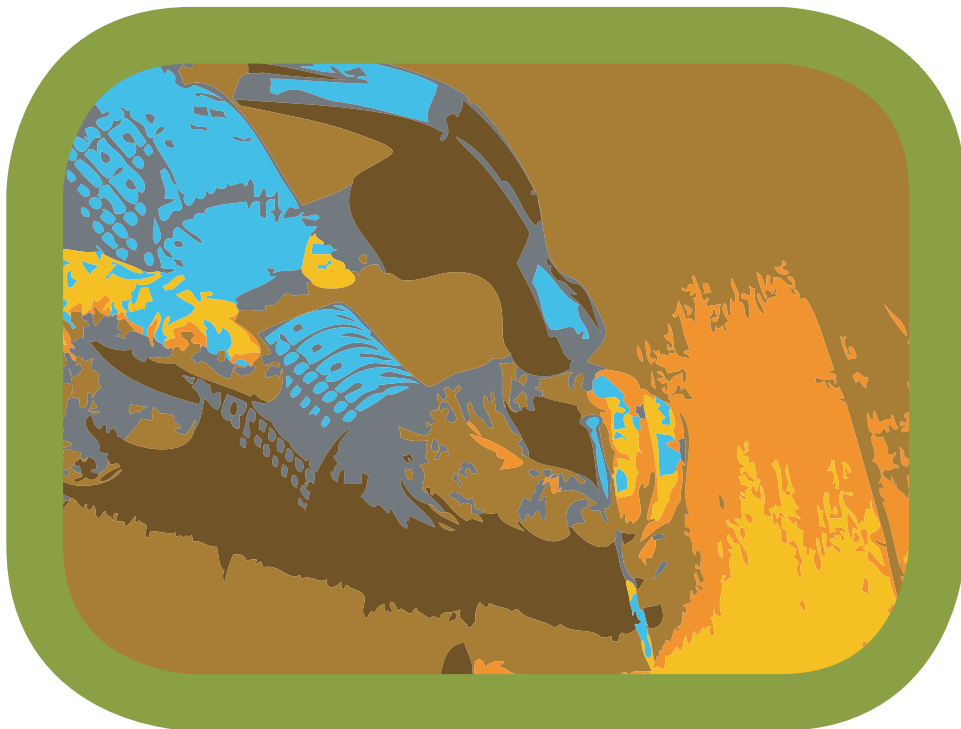
LEARNING

TIP: The number after the clue tells you how many letters are in the answer.

1. Part of the body (3) ear
2. The number after eight (4) _____
3. Close-by (4) _____
4. A strong wind (4) _____
5. You wear it on your finger (4) _____
6. To get money for work (4) _____
7. To get knowledge (5) _____

DIY

Introduction



The worksheets in this chapter are based on the following areas:

- reading about DIY stores,
- filling in cheques
- writing numbers as words,
- checking receipts, and
- checking change.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: DIY stores

Finding your way around a DIY store

Do It Yourself, or DIY stores, are very popular now. While every store is different, they all have some things in common. For a start, they are set out in sections. Sections are broken into aisles or lanes. And aisles have labels so you can quickly find what you're looking for.

When you go into a DIY store and look up, you will see large signs overhead. Each section of the shop has a different sign. So, you may see signs for plumbing, electrical goods, decorating and gardening.

Each section is usually divided into one or more aisles, or lanes. For example the Plumbing section may have aisles for heating, drains and bathroom fittings.

In each aisle, you will see labels for specific things. So, the heating aisle in plumbing may have labels for things like radiators, valves and tools.

If you need help in finding what you want, you can go to the customer service desk and a member of staff will be happy to help you.

Reading: DIY stores

See if you can answer the following questions on DIY stores.

1. DIY stores are organised in _____ and _____ .

2. What do you see over sections in a DIY store?

3. What types of things will you find in the plumbing section?

4. Another word for 'aisles' is _____ .

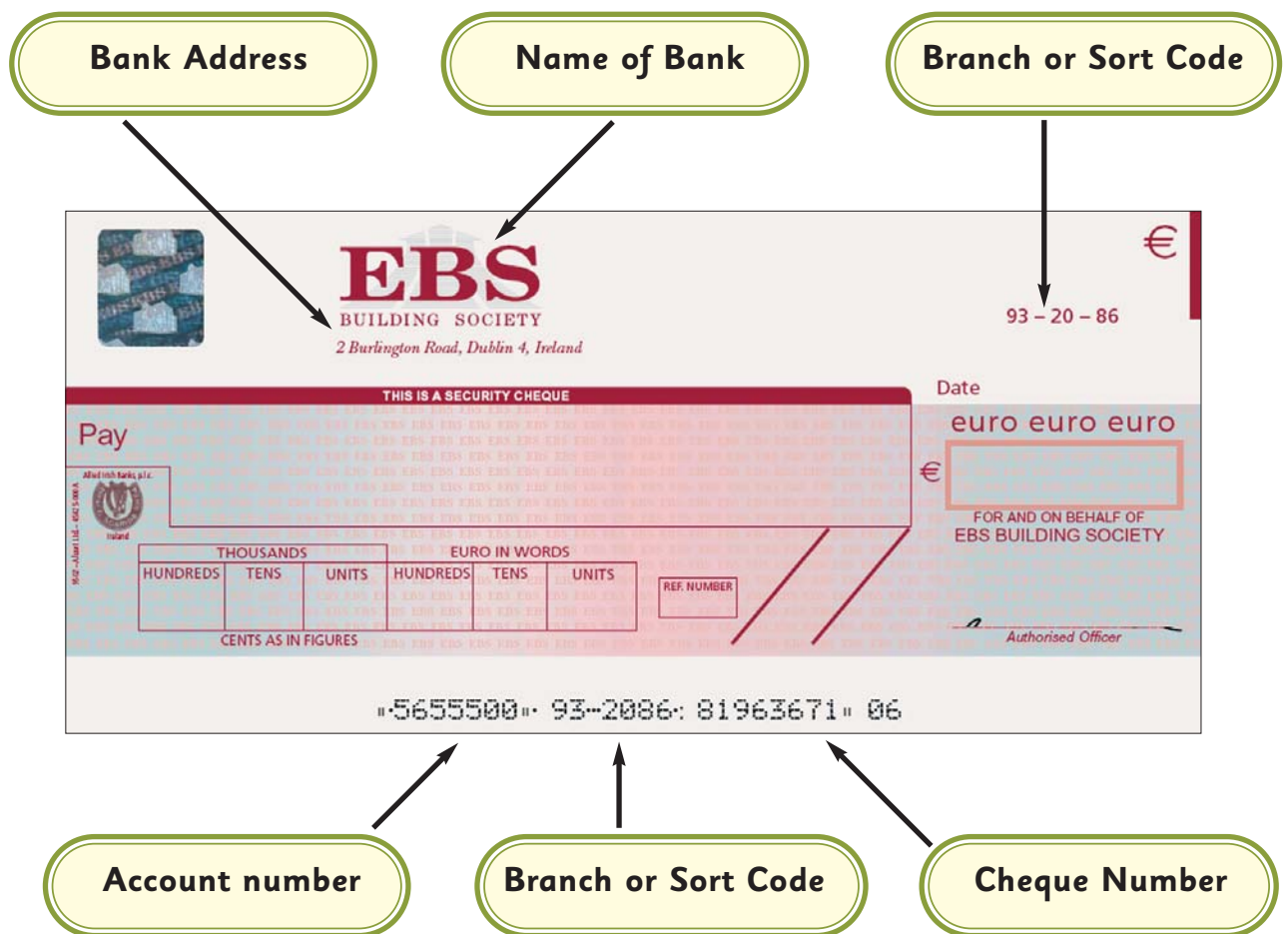
5. What can you go if you need help finding items?

6. In what section would you find the light fittings aisle?

Reading: Cheques

Paying by cheque for expensive items is safer than carrying around large sums of money. Every bank has a slightly different cheque, but there are some parts that are always the same.

Look at the blank cheque below. It explains all the information you find on a cheque.



Writing: filling in cheques

Every cheque has certain parts that you will need to fill in.

The diagram shows a filled-out EBS Building Society cheque. Five numbered callouts point to specific parts of the cheque:

- 1. The name of the person or company you want to pay**: Points to the 'Pay' field containing 'Woodies DM'.
- 2. The date**: Points to the 'Date' field containing '15 / 12 / 06'.
- 3. The amount of money you want to pay in words**: Points to the 'EURO IN WORDS' section containing 'Twenty nine euro only'.
- 4. The amount of money you want to pay in numbers**: Points to the 'EURO IN FIGURES' section containing '29-00'.
- 5. Your signature**: Points to the signature 'Rosanne Code' in the 'Authorised Officer' field.

The cheque itself includes the following details:

- Bank: EBS BUILDING SOCIETY, 2 Burlington Road, Dublin 4, Ireland.
- Security features: 'THIS IS A SECURITY CHEQUE' and a watermark.
- Reference number: 'REF. NUMBER'.
- Microprint: '5655500 93-2086 81963671 06'.
- Signature: 'Rosanne Code, Authorised Officer'.

1. You need to write in the name of the person or company you want to pay. In this case, it's 'Woodies'.
2. The date can be written in a number of ways. Here '15/12/06' means the 15th of December, 2006. You'll find more information on dates on pages 53 and 54.
3. You need to write the amount in two ways. Here you write it in words. You'll find more information on this on pages 124 and 125.
4. Now you write it again in numbers. This is to make sure nobody tries to change the amount on the cheque.
5. Finally, you need to sign the cheque.

Numeracy: numbers as words

On cheques, you need to write the amount to be paid in both words and numbers. This is for security, in order to stop someone changing the amount easily.

For example if you were writing a cheque for **€25.50**, you would write it as **twenty five euro and fifty cents**. Here are some common numbers written as words.

1	one	11	eleven	30	thirty
2	two	12	twelve	40	forty
3	three	13	thirteen	50	fifty
4	four	14	fourteen	60	sixty
5	five	15	fifteen	70	seventy
6	six	16	sixteen	80	eighty
7	seven	17	seventeen	90	ninety
8	eight	18	eighteen	100	one hundred
9	nine	19	nineteen	150	one hundred and fifty
10	ten	20	twenty	525	five hundred and twenty five

Numeracy: numbers as words

See if you can write the following amounts of money as words.

The first one is done for you.

- a. €4 four euro
- b. €12 _____
- c. €23.50 _____
- d. €40.40 _____
- e. €65.75 _____
- f. €99 _____
- g. €9.86 _____
- h. €110.10 _____

Now write the following list of words in numbers.

- i. three euro _____
- j. fourteen euro _____
- k. thirty nine euro and fifteen cents _____
- l. fifty two euro and sixty cents _____
- m. sixty eight euro and ninety nine cents _____
- n. seventy five euro and two cents _____
- o. one hundred and one euro _____

TIP: The symbol € is used for euro, and the small letter c for cent.

Writing: filling in cheques

Use the blank cheques below to practise filling in cheques.

Write a cheque for €47.86 to Woodies. Sign it using your own name.

EBS
BUILDING SOCIETY
2 Burlington Road, Dublin 4, Ireland

93 - 20 - 86

THIS IS A SECURITY CHEQUE

Pay

Date

euro euro euro

€

FOR AND ON BEHALF OF
EBS BUILDING SOCIETY

Authorised Officer

THOUSANDS EURO IN WORDS
HUNDREDS TENS UNITS HUNDREDS TENS UNITS

CENTS AS IN FIGURES

REF. NUMBER

5655500 93-2086: 81963671 06

Now write a cheque for €99.50 to John Maher. Sign it using your own name.

EBS
BUILDING SOCIETY
2 Burlington Road, Dublin 4, Ireland

93 - 20 - 86

THIS IS A SECURITY CHEQUE

Pay

Date

euro euro euro

€

FOR AND ON BEHALF OF
EBS BUILDING SOCIETY

Authorised Officer

THOUSANDS EURO IN WORDS
HUNDREDS TENS UNITS HUNDREDS TENS UNITS

CENTS AS IN FIGURES

REF. NUMBER

5655500 93-2086: 81963671 06

Numeracy: checking receipts

When you buy several items together, it's a good idea to check the receipt afterwards to make sure you were charged the correct amount. First check that the number of items is correct. Then do a quick check that the total is correct. You don't have to be exact, so you can ignore the cents.

So, when you add €40.99 and €15.45, it's easier to just add €41 and €15. This gives you €66. So, if your receipt is around €66, you know it's correct.

See if you can quickly add up these numbers to get a rough idea of their totals.

1. €1.89 + €20.22 _____

2. €19.99 + €20.39 _____

3. €49.99 + €29.10 _____

4. €2.35 + € 6.76 _____

5. €6.15 + €15.90 _____

Numeracy: checking receipts

Here are some receipts with the total costs missing.

See if you can match the description to the correct receipt.

1. 3 items, about €39

A

Maher's DIY 20 – 10 – 06

15.15 Till 1

Screwdrivers	€12.49
Spanner	€ 9.00
Mini hacksaw	€ 7.99
Assorted washers	€ 2.39
Total	€

2. 3 items, about €21

B

Flannagan's Hardware

01 – 11 – 06

Nails	€ 3.55
Hammer	€11.33
Stanley Level	€23.99
Total	€

3. 4 items, about €32

C

Flannagan's Hardware

01 – 11 – 06

Nails	€ 3.55
Stanley Level	€23.99
Rawl plugs	€ 2.49
Total	€

4. 3 items, about €30

D

Till 1 11 – 11 – 06

Brushes	€ 9.99
White spirits	€ 3.20
Roller	€ 7.99
Total	€

Numeracy: checking change

As well as checking receipts, you should check your change to see if it's correct. So, if your bill was for €30 and you gave the sales assistant a €50 note, your change should be around €20.

See if you can figure out the change for following situations. The first one is done for you.

Bill	Amount you gave	Change
€16.49	€20	€3.50
€45	€50	
€62.55	€70	
€99.50	€100	
€19.52	€20	
€76.99	€90	
€51.47	€60	
€90.50	€100	
€11.45	€20	
€25.45	€30	

Wordsearch

The words in the box are all to do with DIY. See if you can find the words in the word search. The first one is done for you.

TIP: The words go across, down and sideways.

bathroom ✓	aisle	store	product	skilled
home	improvement	online	range	decorate

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

Bills

Introduction



The worksheets in this chapter are based on the following areas:

- Electricity in Ireland,
- reading and paying ESB bills,
- abbreviations,
- understanding meter readings, and
- filling in direct debit instructions.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: electricity in Ireland

Electricity in Ireland

The Electricity Supply Board (ESB) was founded by the Irish Government in 1927 to bring electricity to towns in Ireland.

To do this, the ESB has built a national network or grid involving power stations and pylons to carry electricity all around the country. Most ESB power stations use peat, oil, coal and gas to generate electricity.

The biggest power station is in Moneypoint, County Clare. This station uses coal to generate electricity. At the moment, this station produces just less than half of all the electricity for Ireland.

Six ESB stations generate electricity using water. This is known as hydroelectricity. The two best known examples of hydroelectricity stations are Ardnacrusha on the river Shannon in County Clare and Turlough Hill in County Wicklow.

As well as hydroelectricity, the ESB also buys electricity from wind farms around Ireland. Both wind and water are known as renewable energy sources. These do not generate air pollution and will become more important for the future as fuels such as oil and coal disappear.

Reading: electricity in Ireland

See if you can answer these questions.

1. When was the ESB founded?

2. What river is used to generate electricity in County Clare?

3. What fuel does Ireland's biggest power station use?


4. Water and wind are known as _____ energy sources.

5. How many power stations generate electricity using water?

6. What renewable energy sources are in your area?

Reading: ESB bills

Here is an example of an ESB bill.



Customer Supply

Your account number is 901-123-456

Date of issue **24/03/2006**

Invoice number **123456490**

Your MPRN number

VAT Reg. No. IE 8F 52100V

Useful contacts




For Accounts/General enquiries
Contact ESB Customer Supply
1850 372 372
Lines open 8am-8pm, Mon-Sat

For Emergencies/Electricity interruptions
Contact ESB Networks
1850 372 999
Lines open 24hrs, 7 days a week

M	002 562 888
DG	MC Profile

MR. FRANK MAHER
 15 THORNHILL AVENUE
 CELBRIDGE
 CO. KILDARE

Your electricity bill


Meter readings		Units and rates (cent)	Description of charges	Amount € CR = Credit
Present	Previous			
TARIFF: DOMESTIC				
40990	40621E	369 X 12.73	GENERAL UNITS	46.97
		64 DAYS @ €65.04/YEAR	STANDING CHARGE	11.40
			PUBLIC SERVICE OBLIGATIONS LEVY MAY, JUNE	1.62
			VAT @ 13.5% ON 59.99	8.10
			ROUND LAST PERIOD	0.35CR
			TO ROUND 67.74	0.26

Did you know?

By having your account number to hand when you contact us we can deal with your query quickly and efficiently.

Meter readers call on you four times a year. When your meter is not read usage is estimated based on previous consumption. Any necessary adjustment is automatically made when the next reading is obtained.

If you pay on time, you help Rehab and you could also win one of many **WINELECTRIC** prizes.



Customer reading
Estimated reading

E&O.E.

Billing period


12 MAY 06 - 14 JULY 06

Payment due by

31 JULY 06

Total due €

68.00



Customer Supply

93-20-86
Bank Date/Brand

BANK GIRO CREDIT TRANSFER
 Allied Irish Banks plc.
 7/12 Dame Street, Dublin 2
 Giro No. 81900087

Notes/Coin

Total Cash

Chqs., etc.

TOTAL €

68.00

Bills must be cleared by the payment date or immediately if overdue.

F. MAHER 901-123-456

134

Reading: ESB bills

Answer the following questions about the ESB bill on page 134.

1. What is the account number of this bill?

2. Who is the account holder?

3. How much is the bill?

4. When must the bill be paid?

5. What number should you ring if you have an inquiry about the bill?

6. What is the invoice number?

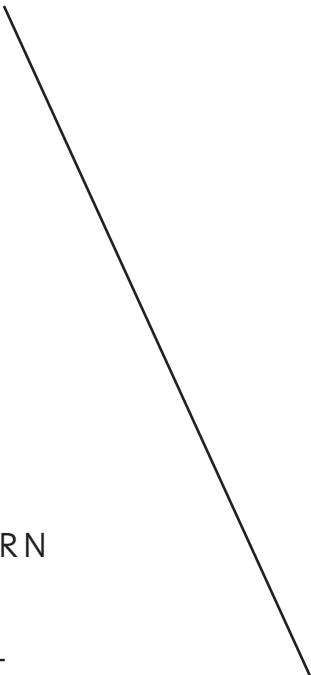
Reading: abbreviations

You will often see shortened forms of words on bills. An abbreviation is a shorter way to write a word or phrase.

For example, **ESB** is an abbreviation for the **Electricity Supply Board**.

See if you can match the shortened forms with their full meaning by drawing lines below. The first one is done for you.

Mr.	Estimated reading
CR	credit
C	Meter Point Reference Number (the number of your ESB meter)
E	Customer reading
MPRN	Value Add Tax (a government tax)
VAT	Mister



Numeracy: meter readings

ESB bills are charges for the amount of electricity you use. They can either be estimated by the ESB or supplied by you, the customer.

Every house or flat that uses electricity has an ESB meter. Each meter has a Meter Point Reference Number (MPRN). When you look at a meter, you will see numbers. You should see the same numbers on your ESB bill.

Meter readings		Units and rates (cent)	Description of charges	Amount € CR = Credit
Present	Previous			
40990	40621E	TARIFF: DOMESTIC 369 X 12.73	GENERAL UNITS	46.97
		64 DAYS @ €65.04/YEAR	STANDING CHARGE	11.40
		PUBLIC SERVICE OBLIGATIONS	LEVY MAY, JUN	1.62
		VAT @ 13.5% ON	59.99	8.10
		ROUND LAST PERIOD		0.35CR
		TO ROUND	67.74	0.26

The number under **Present** should be close to the number you can see on your meter now. The number under **Previous** is the number on your previous bill. The difference between these two numbers is the number of units of electricity you have used.

Meter readings		Units and rates (cent)	Description of charges	Amount € CR = Credit
Present	Previous			
40990	40621E	TARIFF: DOMESTIC 369 X 12.73	GENERAL UNITS	46.97
		64 DAYS @ €65.04/YEAR	STANDING CHARGE	11.40
		PUBLIC SERVICE OBLIGATIONS	LEVY MAY, JUN	1.62
		VAT @ 13.5% ON	59.99	8.10
		ROUND LAST PERIOD		0.35CR
		TO ROUND	67.74	0.26

In this example, Mr. Maher has used 369 units of electricity. He is being charged €12.72 cents for every unit, so the first part of his bill is €46.97. This is the most important part of the bill. The rest of the charges are standard.

Numeracy: meter readings

Your ESB bill can be worked out in one of two ways:

1. by reading the number on the front of your meter, or
2. by estimating what this number will be.

If your meter is read, you should see the letter C after the reading. The C means the customer provided the reading. You can do this by reading the number and calling the ESB with it.

However, sometimes, if the ESB can't read your meter and you haven't given them the reading, they estimate what they think you used. In this case, you will see the letter E after the reading.

Meter readings Present	Meter readings Previous	Units and rates (cent)	Description of charges	Amount € CR = Credit
40990	40621E	TARIFF: DOMESTIC 369 X 12.73	GENERAL UNITS	46.97
		64 DAYS @ €65.04/YEAR	STANDING CHARGE	11.40
		PUBLIC SERVICE OBLIGATIONS	LEVY MAY, JUN	1.62
			VAT @ 13.5% ON 59.99	8.10
			ROUND LAST PERIOD	0.35CR
			TO ROUND 67.74	0.26

See if you can work out which of the following readings are estimated and which ones were supplied by customers.

The first one is done for you.

	Estimated Reading	Customer Reading
67092E	<input checked="" type="checkbox"/>	<input type="checkbox"/>
53289C	<input type="checkbox"/>	<input type="checkbox"/>
85865E	<input type="checkbox"/>	<input type="checkbox"/>
90808E	<input type="checkbox"/>	<input type="checkbox"/>
25881C	<input type="checkbox"/>	<input type="checkbox"/>

Reading: paying ESB bills


You can pay your ESB bill in a number of ways.

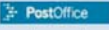
Read the 'Ways to Pay' section below and then see if you can answer the questions below.

Ways to pay


By Direct Debit
To sign for Direct Debit you can call us at 1850 372 372, visit our web at www.esb.ie or post the direct debit mandate to ESB Customer Supply PayDirect, Castle Street, FREEPOST, Sligo

By post
Send your cheque, together with a completed Bank Giro Credit Transfer slip (attached to the bottom of this bill) to: ESB Customer Supply Cheque Postal Payments, St Margaret's Road, Finglas, Dublin 11

At any PayPoint outlet 
Pay in cash at any PayPoint Retail Outlet

At any Post Office 
Pay cash or cheque, or by using your Easypay card

At any bank
Pay at any of the main Banks by Giro Credit Transfer slip (attached to the bottom of this bill)

At any ESB ShopElectric outlet 
By cash, cheque, laser, or Postal Money Order

1. Name four different ways to pay.

2. If you wanted to pay by post, what address should you send the Bank Giro Credit Transfer slip to?

3. How much does it cost to post the Direct Debit instructions?

4. How can you pay at a PayPoint outlet?

5. How can you pay your bill in a Post Office?

Writing: direct debit instructions

When you pay your bills by direct debit, the money for each bill is taken out of your account automatically. To pay by direct debit, you need to fill in the form on the back of your ESB bill, and post it to the address on the bottom. You don't need a stamp as it is a Freepost service.

Here's an example of a filled in form.

Direct Debit Instruction

Please fill in using black ink:
Your Electricity Account Number:

9 0 1 1 2 3 4 5 6

I wish to pay my electricity bill:

PAY DIRECT (every 2 months) **monthly EQUALISER** (residential customers only)

Monthly payment date (if EQUALISER)

To: The Manager, (Bank or Building Society)

Bank of Ireland

Branch: (Full postal address)

*Main Street
Celbridge*

Origination code: 992838

Customer name on Bank or Building Society Account: (in BLOCK letters please)

F R A N K M A H E R

Bank or Building Society Account Number:

+ 3 6 4 1 5 9 0 0

Branch Code: 9 0 5 5 1 0 +

Your Phone No: 0 1 / 6 2 7 0 0 0 1

I give permission to ESB to charge variable amounts to my/our bank account

Signature: *Frank Maher*

Return to: ESB Customer Supply PayDirect, Castle Street, FREEPOST, Sligo



Writing: direct debit instructions

See if you can fill in the form below using the following details:

Account number: 901123456
Bank/Building Society: Educational Building Society
Brand: D'olier street, Dublin 1
Customer name: Eileen Fahy
Building society account number: 76496221
Branch code: 90/44/75
Your phone number: (01) 8099180

Direct Debit Instruction

Please fill in using black ink:
Your Electricity Account Number:

I wish to pay my electricity bill:
PAY DIRECT (every 2 months) **monthly EQUALISER** (residential customers only)

Monthly payment date (if EQUALISER)

To: The Manager, (Bank or Building Society)

Branch: (Full postal address)

Origination code: 992838

Customer name on Bank or Building Society Account: (in BLOCK letters please)

Bank or Building Society Account Number:

Branch Code:

Your Phone No: /

I give permission to ESB to charge variable amounts to my/our bank account

Signature:

Return to: ESB Customer Supply PayDirect, Castle Street, FREEPOST, Sligo

Wordsearch

The words in the box are all to do with ESB bills. See if you can find the words in the word search. The first one is done for you.

TIP: The words go across, down and sideways.

ESTIMATE ✓	TARIFF	ELECTRICITY
ESB	UNIT	DIRECT
PRESENT	PREVIOUS	CUSTOMER

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

ATMs

Introduction



The worksheets in this chapter are based on the following areas:

- using ATMs,
- following ATM instructions
- selecting amounts, and
- reading newspaper stories.

For help with the worksheets, you can:

- call the NALA Freephone support line at 1800 20 20 65 on Monday to Friday between 10am and 4pm, or
- check out the Really Useful Guide to Words and Numbers Web site on www.rug.ie

Reading: Automatic Teller Machines

12th December 2006

Dear family,

I am settling down well in Ireland but miss you all in Brazil. There are a lot of other Brazilian people here. There's even a shop in the next town which sells stuff from home.

I got a new job in a large factory and the pay is good. I was expecting to get paid last week but when I opened my pay packet, it had a note asking for my bank details. The problem is I don't have a bank account here.

I went to the accounts office and they said I need to open a bank account here. Each week my wages will go straight to the bank. When I want money, I have to go and withdraw it from the bank. So I went to a bank and set up an account. They then sent me a card in the post to use at bank machines.

There are lots of bank machines in Ireland. They're called Automatic Teller Machines, or ATMs. As well as being outside banks, they are in shops everywhere. It's really good because I can take money out whenever I want using my card and personal identification number, or PIN, as everyone here calls it. Food and drink in Ireland is very expensive, but I hope to be able to save some money and come home to visit next year.

Have to go to work now, but will telephone next week.

Love,

Ferdinand

Reading: ATMs

See if you can work out which if the following sentences are true.
Put a tick ✓ beside the true statements. The first one is done for you.

- | | True |
|---|-------------------------------------|
| 1. a. Ferdinand's pay packet was empty. | <input type="checkbox"/> |
| b. Ferdinand's wages were in his pay packet. | <input type="checkbox"/> |
| c. Ferdinand found a note in his pay packet. | <input checked="" type="checkbox"/> |
| 2. a. Ferdinand gets paid by cheque. | <input type="checkbox"/> |
| b. Ferdinand gets paid weekly. | <input type="checkbox"/> |
| c. Ferdinand gets paid by cash. | <input type="checkbox"/> |
| 3. a. ATM stands for Automatic Teller Machine. | <input type="checkbox"/> |
| b. ATM stands for Automatic Ticket Machine. | <input type="checkbox"/> |
| c. ATM stands for Automated Teller Money. | <input type="checkbox"/> |
| 4. a. You must leave your ATM card in the bank. | <input type="checkbox"/> |
| b. You don't need a bank account to use an ATM. | <input type="checkbox"/> |
| c. You need a PIN to use an ATM. | <input type="checkbox"/> |
| 5. a. You will only find ATMs outside banks. | <input type="checkbox"/> |
| b. You will often find ATMs in newsagents and supermarkets. | <input type="checkbox"/> |
| c. You can only use ATMs with your bank's name on them. | <input type="checkbox"/> |

Reading: ATMs



ATMs come in different shapes and sizes, but all of them have a keypad, a screen with instructions, a place to insert your card and a slot for money.

There are normally five stages to using an ATM:

1. You put your card in the machine.
2. You read an instruction to enter your PIN number using the keypad.
3. You select the service you want – for example, cash withdrawal.
4. You enter the amount you want.
5. You take back your card.
6. You take your money.
7. You get your receipt.

TIP: Every ATM is slightly different, so make sure you read the instructions on the screen carefully.

Reading: personal identification numbers

To use your ATM card, you need to know your PIN. This is a four digit number that will only work with your card.



The keypad on the front of an ATM has numbered keys. You use these to enter your PIN and then press **ENTER**.

If you make a mistake, you can press **CLEAR** to go back or press **CANCEL** to get your card back.

When you enter your PIN, you will see four stars on the screen instead of your number. This is so no one else can see the number while you are at the machine.

TIP: You can change your PIN number to something that is easy to remember.

Reading: parts of an ATM

See if you can match the items to their descriptions.
The first one is done for you.

1. Cash slot

a. Buttons with numbers in front of an ATM

2. Keypad

b. Card you put into ATM

3. Screen

c. Personal Identification Number

4. Card slot

d. Part of an ATM where you read instructions about what to do

5. Receipt slot

e. Place on the front of an ATM where you get your money

6. ATM card

f. Place on the front of an ATM where you insert your card

7. PIN

g. Place on front of ATM where you get your receipt

Reading: following ATM instructions

The following messages appear on the screen of ATMs.

Match the screens with the actions you need to do.

The first one is done for you.

1. Welcome to RUG Bank.
Please insert your card for service.

2. Please enter your PIN number.

3. Please select a service.

4. Select an amount.

5. Please press 'Continue' if you require a receipt.

6. Please take your cash and card.

7. Please take your receipt.
Thank you for using RUG bank.
Have a nice day.

a. You enter the number 1001 and press the Enter key.

b. You take €100 from front of ATM. You take your card from card slot.

c. You put your card into ATM.

d. You take your receipt.

e. You press the button beside 'CASH WITHDRAWAL'.

g. You select €60.

h. You press the Continue key.

Numeracy: selecting amounts

Many ATMs will only give out money in €50 and €20 notes. So you can only take out an amount that can be made up of these notes. For example, when you select €70, you get one €50 note and one €20 note.

What do these bank notes add up to?. The first one is done for you.

1. €20 note + €20 note = €40

2. €50 note + €20 note = €

3. €50 note + €50 note + €20 note = €

4. €20 note + €20 note + €20 note = €

5. €50 note + €50 note + €50 note = €

Reading: using ATMs safely

Read the message below on ATM safety. Then see if you can answer the questions below it.

Dear customer, thank you for opening an account with us.

Here are some guidelines to keeping safe when you use the ATM

- If the cash machine looks unusual do not use it.
- If anyone is acting suspiciously do not use it.
- Keep well back when someone else is using the machine.
- If you think someone is watching you then cancel the transaction and walk away.
- Do not let anyone help you.
- Cover the keypad when you are entering your PIN.
- Put your money away carefully before you walk away from the machine.
- Do not leave your receipt lying around.
- Do not give anyone your PIN number.
- Do not write your PIN number down.

1. What should you do when someone else is using the ATM?

2. What should you do when you are entering your PIN?

3. When should you put your money away?

4. What should you do if you think someone is watching you?

5. What should you do with your receipt?

Reading: newspaper headlines

If you read newspapers, you will quickly learn that they are often arranged in the same way:

- sports at the back,
- serious important stories at the front, and
- less serious stories, TV listings, puzzles, horoscopes in the middle

Skimming is a really useful skill to have when reading newspapers. Let's say you heard about somebody being robbed at an ATM and you wanted to find the story to read more. You don't have time to read the whole paper, so you quickly **skim** over the headlines until you find a keyword that seems connected to the story you want to read.

Look at the headlines below, and see if you can identify which one is about the ATM crime.

1 **Man jailed for robbing bank**

2 **Man Utd hammer the Hammers**

3 **Interest rates up by 3%**

4 **Knife held to man's throat at cash machine**

5 **Lebanon death toll reaches 900**

Reading: newspaper stories

Now read the newspaper article, and then answer the questions below.

Knife held to man's throat at cash machine

A man in his 60s was being treated in hospital last night for shock after he was held at knifepoint and forced to withdraw money from an ATM machine in Letterkenny.

The man was standing at the ATM at approximately 2:30 pm when a lone man walked up to him, took out a knife and told him to take out money. When the man refused, the robber held the knife to his throat.

It is understood the man was forced to withdraw €600 before the man fled the scene on foot. Gardai have described the man as being in his mid-20s, about 5 feet 10 inches tall with black hair. He was wearing blue jeans, white runners and a black hoodie. Anyone with information should contact Letterkenny Gardaí station.

1. Where did the robbery happen?

2. How old was the man who was robbed?

3. How old was the robber?

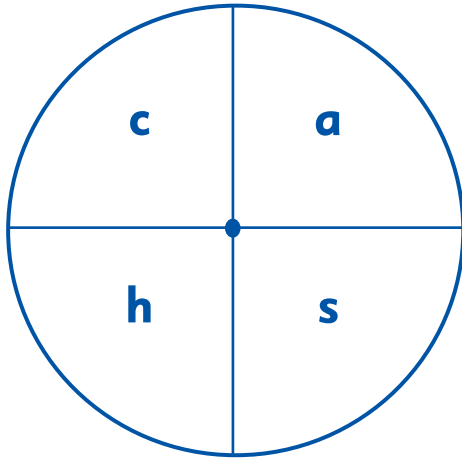
4. How tall was the robber?

5. What was the robber wearing?

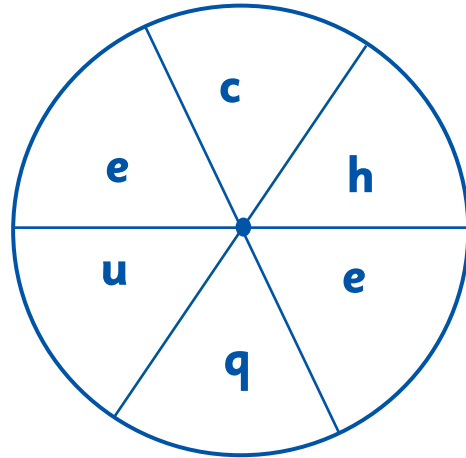
Wordwheels

Use the clues to find the word hidden in each wheel.

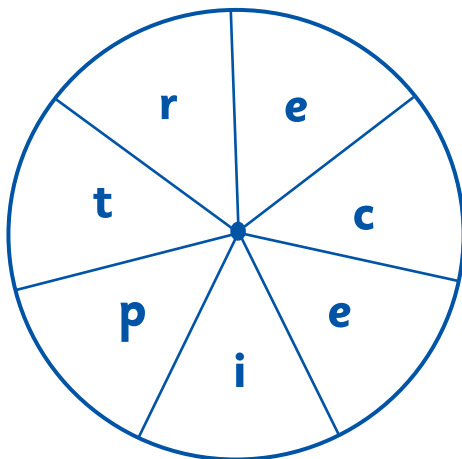
1. 'Real' money to spend.



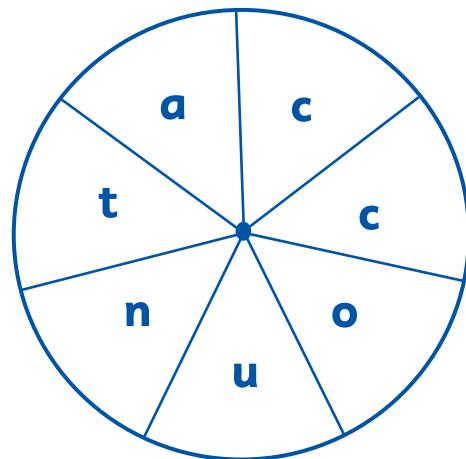
4. Write one of these to pay a bill.



3. A piece of paper from the ATM with your transaction details.



6. You need to open one of these to use the bank services.



Answers

Page 11

2. The Gaelic Athletic Association
3. Dr. Thomas Croke, the first patron of the GAA
4. Over 80,000 people
5. Almost two million people
6. Under the Cusack Stand in Croke Park
7. Jerseys, hurleys of famous players and lots of other pieces of interest

Page 12

handball
breakthrough
halftime
headquarters
fireworks, fireside
shoelace
championship
riverside
midfield
Waterford
ashtray

Page 13

- | | | |
|---------------|------------|-----------|
| 2. cupboard | overboard | boardroom |
| 3. postman | postcard | postbox |
| 4. blackboard | blackberry | blackout |
| 5. footpath | football | footprint |
| 6. horseshoe | horsepower | racehorse |

Page 15

2. Patrick took the train to the match. It is the easiest way to travel.
3. Patrick bought his ticket. It cost €25.
4. The stadium was full of people. There was a lot of noise and excitement.
5. A cheer went up when the teams appeared on the field. Patrick felt very excited.

Answers

Page 17

14 Main Street,
Nenagh

29th August 2006.

Dear Mavis,

Thank you for your thoughtful card. You will be delighted to hear that I passed my test and can now drive on my own. To celebrate, I'm taking some friends up to Dublin for the All Ireland. It will be my first long drive but it will be worth it if we manage to win!

I'll write you a longer note when I get back to tell you all about the match.

Take care,

Jack

Page 18

1. ticket
2. stadium
3. Croke Park
4. All Ireland
5. programme
6. match
7. score
8. hurling
9. football
10. museum

Page 19

I hope you got to watch the match on television. It was amazing, wasn't it? We met some of the lads from the club in Quinn's before the match and then ended up in Boland's afterwards. We didn't get back to our B&B until 2am. I'm so happy I took Monday off work so I could recover and relax.

Answers

Page 20

2. Royal
3. Banner
4. Rebel
5. Tribesman
6. Faithful
7. Kingdom
8. Dubs
9. Waterford
10. Cat

Page 23

- | | |
|----------|-----------|
| 1. True | 6. True |
| 2. True | 7. True |
| 3. False | 8. True |
| 4. False | 9. False |
| 5. True | 10. False |

Page 24

1. e g h k p
2. a f t w x
3. a h o p y
4. a d m o z
5. b r t u z

Page 25

1. cycling
2. dancing
3. exercise
4. music
5. walking

Page 27

1. 9 am
2. Tuesday
3. €230
4. From the Reception Desk
5. Beginners class, personal fitness assessment or personal exercise programme

Answers

Page 30

2. I'd like to
3. What do you need
4. What nights How much
6. How many people
8. Is there
10. Can you check
11. Can I have

Page 31

The definition you have will depend on what dictionary you use. Here are some definitions that we got.

1. subscription: money that you pay regularly, for example to get the same magazine each month or to join a club.
2. premium: something of superior quality or value
3. orientation: training for a new activity
4. studio: a room where activities take place

Page 32

1. A
2. C
3. C
4. A

Page 35

1. child
2. story
3. talking
4. together
5. turning

Page 37

What can you see? A parade, a dragon, people, costumes, and so on.

What can you hear? Noises, firecrackers, children playing, and so on.

What can you smell? Gunpowder, food and so on.

Page 39

- | | | | |
|-------------|-----------|--------------|-------------|
| 1. cooking | 4. mixing | 6. having | 9. using |
| 2. buying | 5. eating | 7. baking | 10. sieving |
| 3. weighing | 6. having | 8. measuring | |

Answers

Page 42

2. about 50 g
3. about 250 g
4. 300 g
5. about 350 g

Page 44

1. back
2. describe
3. child
4. wrong
5. favourite
6. recipe

Page 47

The following statements are true: 1b, 2c, 3a, 4b and 4c, 5c.

Page 48

<u>Fiction Author</u>	<u>Fiction Title</u>
Roddy Doyle	The Snapper
Maeve Binchy	The Lilac Bus
Margaret Mitchell	Gone with the Wind

<u>Non-Fiction Author</u>	<u>Non-Fiction Title</u>
Darina Allen	Irish Traditional Cooking
Diarmuid Gavin	Design your Garden

Page 50

sport	travel
animals	cookery
education	history
health	plants

Page 54

2. 20 10 99
3. 17 07 01
4. 15 03 56

Answers

5. 25 12 60
6. 20 09 00
7. 10 06 85
8. 01 01 01
9. 04 04 07
10. 11 11 72

Page 56

Across

2. nonfiction
4. fiction
5. form
6. author
7. library

Down

1. dictionary
2. newspaper
8. books

Page 59

1. 6pm to 2am
2. before 6pm
3. at peak time: €1.08; off-peak time 28c
4. 15c
5. before 6pm

Page 61

yes	999 33 7777
no	66 666
call me	222 2 555 555 0 (to get space) 6 33
happy	44 2 7 7 999
birthday	22 444 777 8 44 3 2 999

Page 62

2. really
3. useful
4. guide

Page 65

2. Running late. See you at home.
3. Thanks for present. See you later.

There are many ways of shortening words, here is one way:

1. r u going 2 de prty 2moro?

Answers

2. on train, shld c u round 7
3. tanx 4 crd

Page 67

1. False
2. False
3. True
4. True
5. False
6. False
7. True

Page 68

Across

2. tomorrow
3. great
5. later

Down

1. for
2. tonight
4. to

Page 71

1. Information and Communications Technology
2. talk on the phone; use an ATM; text on a mobile; use remote control; scan shopping
3. write documents; print out your writing; find information on the internet; send emails
4. contact your local VEC Adult Learning Centre; call into your local library; use the internet to look up www.rug.ie

Page 74

1. monitor, keyboard
2. computers
3. movies
4. keyboard
5. documents

Page 75

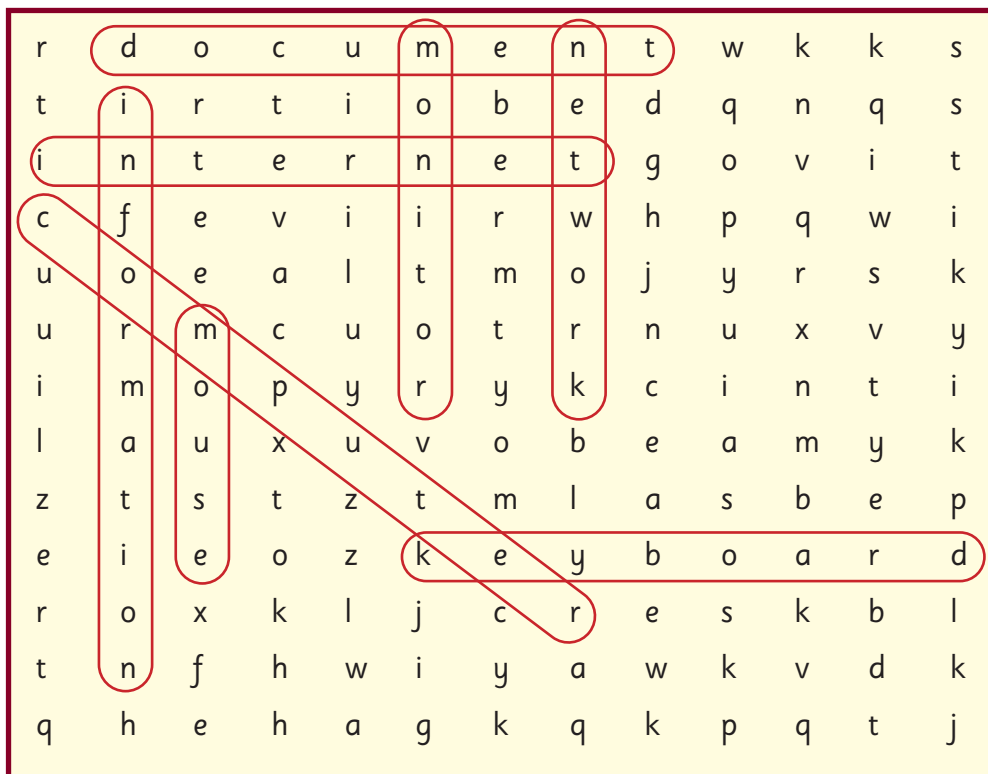
- | | |
|------------|-------------|
| 1. lunches | 6. waxes |
| 2. faxes | 7. brushes |
| 3. matches | 8. boxes |
| 4. bosses | 9. glasses |
| 5. dishes | 10. watches |

Answers

Page 79

- 2. False
- 3. True
- 4. False
- 5. False
- 6. True
- 7. True
- 8. False
- 9. True

Page 82



Page 85

1. Sheila was on maternity leave.
2. Sheila forgot to give notice in writing that she was coming back to work.
3. Sheila's employer told her she had been replaced.
4. Sheila should have give 4 weeks' written notice that she was going to return to work.
5. She can go to her local Citizens' Information Centre.

Page 90

Dinner in oven.
I'm gone out.
Back at 10.
Dad

To Mary,
Cheryl phoned.
She'll be
Anna

Answers

Page 90

- 1b. He's on sick leave.
- 1c. She'll be here soon.
- 1d. We're closed for lunch.
- 1e. It's raining today.
- 1f. I'll see you at 6.

2.

you've = you are

he'll = he will

it's = it is

I'm = I am

we've = we have

they're = they are

Page 94

message

point

telephone

rights

writing

information

note

citizen

Page 97

- 1. True 4. True
- 2. False 5. False
- 3. False 6. True

Page 99

- 1. 13:15
- 2. No
- 3. No
- 4. 21:00 or 9pm
- 5. 23:50 or 11.50pm
- 6. 11:27 (in the morning)

Page 100

- 1. 9 am 4. 4 pm
- 2. 11 pm 5. 2 am
- 3. 1 am

Answers

Page 102

1 am	01:00
9 am	09:00
11 pm	23:00
9.30 pm	21:00
8.15 am	08:15
2.45 pm	14:45
4pm	16:00
4.30 am	04:30
12 pm	12:00
12 am	00:00

Page 106

1. nest
2. date
3. taste
4. stain
5. station
6. tan

Page 109

1. a
2. a
3. b
4. b
5. b

Page 110

Here are some words from these words. You may have found more.

2. six, teen
3. the, cloth
4. us, usual
5. on, second
6. art, part, depart, men
7. tea, teach, ache, her
8. in, for, mat, at, on, inform, form, formation, format, or

Answers

Page 111

classmate, classwork, classroom
headmistress, headboard
blackboard
understand
homework
scoreboard

Page 113

1. 5B
2. Mary Ryan
3. 1
4. 75 or B
5. 62 or C
6. Good student – works well
7. Trying hard but very weak

Page 114

1st June 2006

Dear Mr. Fitzgerald,
Patrick could not do his homework last night because he was sick.
He will do it tonight.

Jane Green

Page 118

1. ear
2. nine
3. near
4. gale
5. ring
6. earn
7. learn

Answers

Page 121

1. sections and aisles
2. signs
3. bathroom fittings, items for heating and drains, tools for plumbing, and so on
4. lane
5. customer service desk
6. electrical section

Page 125

- b. twelve euro
- c. twenty three euro and fifty cents
- d. forty euro and forty cents
- e. sixty five euro and seventy five cents
- f. ninety nine euro
- g. nine euro and eighty six cents
- h. one hundred and ten euro and ten cents
- i. €3
- j. €14
- k. €39.15
- l. €52.60
- m. €69.99
- n. €75.02
- o. €101

Page 127

1. around €22 (€22.11)
2. around €40 (€40.38)
3. around €79 (€79.09)
4. around €9.50 (€ 9.11)
5. around €22 (€22.05)

Page 128

1. B
2. D
3. A
4. C

Answers

Page 129

Bill	Amount you gave	Change
€16.49	€20	About €3.50
€45	€50	€15
€62.55	€70	About €17.50
€99.50	€100	About 50c
€19.52	€20	About 50c
€76.99	€90	About €13
€51.47	€60	About €8.50
€90.50	€100	€9.50
€11.45	€20	About €8.50
€25.45	€30	About €4.50

Page 130

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

Answers

Page 133

1. 1927
2. Shannon
3. coal
4. renewable
5. 6

Page 135

1. 901-123-456
2. Mr. Frank Maher
3. €68
4. 31 July 2006
5. 1850 372 372
6. 1234567890

Page 138

- 67092E – Estimated reading
53289C – Customer reading
85865E - Estimated reading
90808E - Estimated reading
25881C - Customer reading

Page 139

1. By direct debit, by post, at any PayPoint outlet, at any Post Office, at most banks, at any ESB ShopElectric outlet, or by Electronic/money transfer through any international bank.
2. ESB Customer Supply, CPP, St. Margaret's Road, Finglas
3. Nothing. They should be sent by FREEPOST.
4. In cash
5. By cash or with a cheque.

Answers

Page 142

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

Page 146

2. b
3. a
4. c
5. b

Page 150

2. €70
3. €120
4. €60
5. €150

Answers

Page 151

1. Keep well back.
2. Cover the keypad.
3. Before you walk away from the machine.
4. Cancel the transaction and walk away.
5. Do not leave it lying around.

Page 153

1. Yesterday
2. In his 60s
3. In his mid-20s
4. About 5 feet 10 inches
5. Blue jeans, white runners and a black hoodie

Page 154

1. cash
2. receipt
3. cheque
4. account

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The National Adult Literacy Agency
76 Lower Gardiner Street
Dublin 1

Telephone 01 855 4332
Fax 01 855 5475
Email literacy@nala.ie
Web www.nala.ie



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