



ARKS KEYS TO COMMUNICATION

PRESENTING SELF/READING PEOPLE

INTRODUCTION

Effective communication relies on more than the written or spoken word. Think of the difference between a conversation on the telephone and face to face interaction. If you can see the person you are speaking to you can gain additional information from them through their facial expression, body language and appearance. In this chapter you are asked to consider how this form of communication contributes to a relationship or interaction and what it means. You are also given the opportunity to examine your own body language and what other people may read into your appearance and presentation.

It is likely that you present yourself in different ways to suit different social occasions. For example, you may appear relaxed and informal for a night out with friends but that may not be the most appropriate way to present yourself at a job interview.

The process of looking for and applying for jobs requires good presentation skills. You want employers to be aware of all your strengths and personal qualities so that you can convince them that you are the best person for the job. This chapter offers activities on presenting yourself effectively in application forms, C.V.s and interviews.

PRESENTING YOURSELF: ALL DRESSED UP



In this section you will think about:

- **how other people see you**
- **ways of creating the right impression**

Can you remember any special events in your life when you spent a lot of time deciding what to wear e.g. a night out, a date, a family anniversary, a funeral, an interview for a job? Was it difficult to decide what would be appropriate to wear and what you would feel comfortable in? Were you pleased with the results? How did you feel - confident, comfortable, relaxed, overdressed, uneasy, underdressed?



What do you think?

Write about your experience here. What was the special occasion and how did you feel about yourself?

How much do you think your appearance affected the way you felt about yourself and the way you were received?

How can you find out in advance what to wear on special occasions, so that you can create the right impression? Sometimes it is acceptable to wear jeans to a job interview. Sometimes you are expected to be more formally dressed. How can you find out what is expected of you?

Actors use costumes to get into character. Getting dressed and made up is part of their preparation for their performance on stage. The costume is an important part of tuning into the role they are acting out. It's almost as if the actor gets inside the skin of the character.

You could be like an actor and use the mental images of costumes to get into the right mood for a part.

Activity 1

Look at these different situations and think about how you might prepare to get yourself into an appropriate mood to suit the occasion. What mood are you aiming for and how would you dress for:

- a night out with friends?
- an interview for a job?
- visiting a colleague who lives on a farm?
- a funeral?
- accompanying your partner on a works night out?
- school parents' night?

Complete the table on the next page by listing some occasions in your life, the mood you would like to create and how you would present yourself.



Occasion	Mood	Presentation

Imagine that you are going somewhere important and you feel a little nervous about it, such as an important meeting with your boss or to meet your child’s teacher, or for a job interview. You want to stay controlled, calm, confident and assertive. Imagine what you would wear: the style, the colour, the feel of the clothes. Now imagine the situation with you wearing your “magic” clothes. Is your head held high and do you have a smile on your face? Does this make you feel more confident about the important meeting? Now you have this mental image, do you feel more confident about the real meeting?

Clothes are just one means of helping to create an image. What other factors help you to present yourself?



What do you think?

Activity 2

Imagine yourself walking into a job interview. Think for a few moments about that job. You are really keen to get it and feel that you have all the experience required. How do the interviewers see you? How would they describe you? Think about dress, presentation, body language and confidence and write the interviewers' description here:

Would you give yourself the job? Why, or why not?

How would you like to present yourself?





What you
have learned

Evaluation Questions

In what ways are **image and presentation** important?

What features of your character and personality do you want to be noticed by others?

How can you achieve this?

READING BODY LANGUAGE AND THE BODY MAP

How much can you find out about other people simply by observing their behaviour and how they present themselves? Sometimes you can tell exactly how people feel by the way they stand or move or by the expression on their face. Imagine someone who has just fallen in love, walking around in a day dream with a smile on his/ her face. Or can you tell if a couple have just had a row from the way they sit on the sofa? Are you aware of showing your emotions through your body?

Activity 1

As you go about your everyday life observe other people's expressions and movements. Notice how people control their bodies. What messages are they giving?

Be more aware of your own body and see if you can change your mood by changing your posture or body movements.



Activity 2



Choose one or more of the following situations to observe people's body language. Use The Checklist and The Body Map as a guide to particular points of interest to look out for. To do this effectively it is important that you are discreet and that people are unaware that they are being observed.

Possible situations

- a classroom: observing both tutor and student
- clients in a busy pub
- mourners at a funeral
- parents in a children's playground
- the first day of a sale
- travelling to work by train or bus
- supporters at a football match
- patients in a doctor's waiting room
- staff leaving work at the end of the day
- someone being interviewed on television
- couples in a restaurant

Can you think of any other situations that you might want to observe?

Checklist of body language to look out for:

- How do people stand/sit/walk around?
- Are their feet still? Are they relaxed? Are they restless? Do they repeat one movement?
- What are they doing with their hands? Are they holding something for no obvious reason?
- What mannerisms do you notice?
- What can you tell about their mood from their posture?
- What about their facial expressions?
- What are they looking at? Do you think their attention is focused or are their eyes wandering?

From your observations, what do you think has just happened to the people you are observing? How do you think they feel?

Write about your observations here:



What do you think?

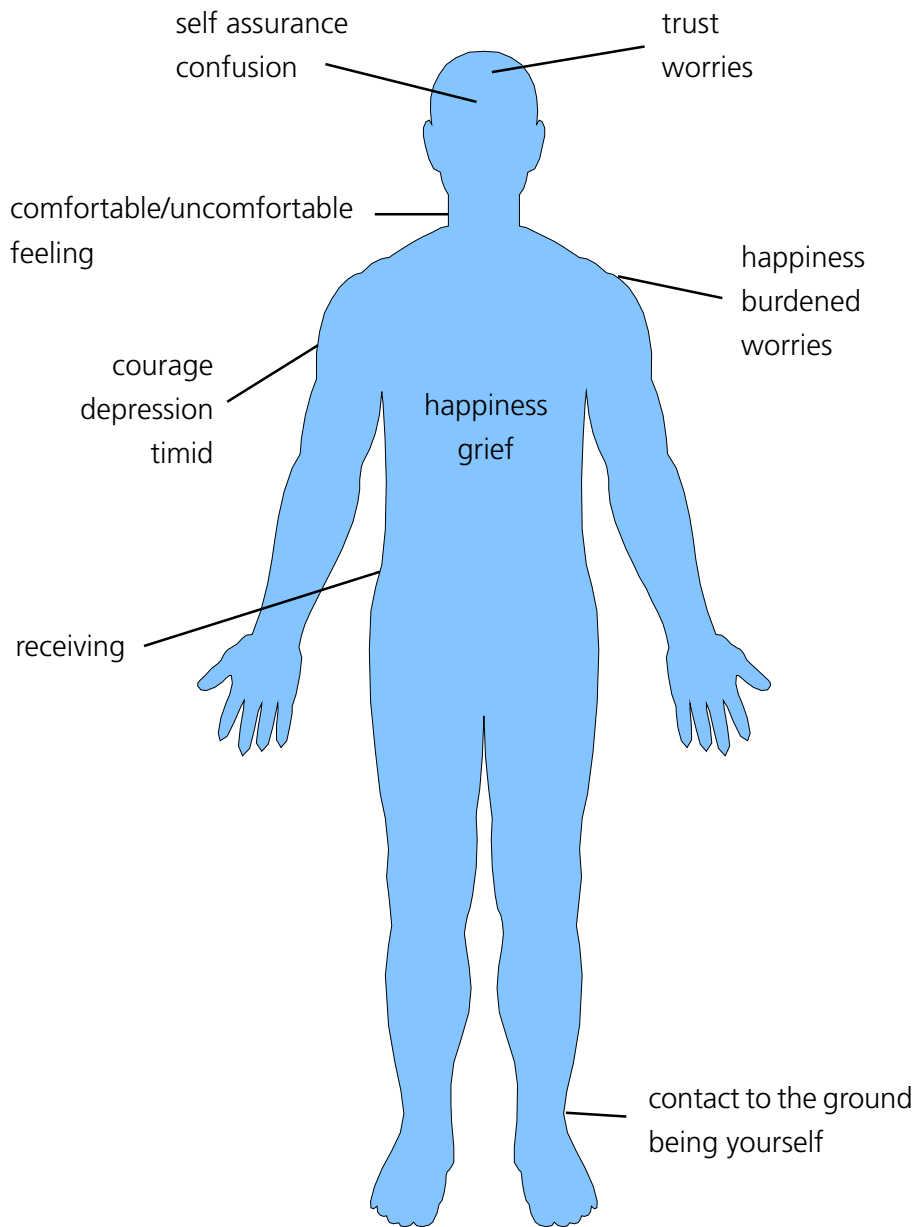
The Body Map



What do you think?

The Body Map helps to illustrate how people show their feelings in different parts of their body.

Do you agree with this idea? Did you find any evidence of this in your observations?



Evaluation Questions



What you
have learned

Did your observations reveal anything interesting to you about the ways people express themselves with their bodies?

Have you learned anything about the way you use your body to express your emotions?

How might reading people through their body movements help you to understand people?

THINK POSITIVE!

This is often easy to say but hard to do. There is no need to be positive about everything in the world, but sometimes the use of positive words can help you through a tricky situation.

Think about it this way: you are the author of the manuscript of your life. There are many things you can't change in life, but it can help if you change the way you think about life. Sometimes it makes you feel better, and it may help you to get out of a rut and move on.

Words are meaningful, because you use words to describe the world around you. You also use words to tell others about yourself; no one can see inside your head! If you describe yourself with words, then maybe you can use the words to build a more optimistic world and to give yourself a more positive role in that world. How you describe yourself and the words you use make you the kind of person you are.

People can be much more imaginative in thinking about negative words. For some reason, people are often shy about using positive words and thinking positively about themselves and their achievements.

Why is that? If you can, discuss this in your study group or with a friend.

Can you think of any situations when it helps to use positive expressions?

Can you think of any situations you have been in recently where positive words might have helped?



Discussion

Some words work as **key words**, opening up new possibilities. When did you last hear yourself use any of these expressions?

- I can't change that
- I have to do that
- It's impossible for me to do that
- I'd love to but...
- I haven't got time

Do any of the following make a difference?

- I want to change that
- That is worth trying
- It is important for me
- I have decided to do that
- I am good at...
- I know I can do that
- I am proud of...
- I would like to try that

If you set yourself a goal that you have to work for, try to break down the barriers of words in your way. Tell yourself that what you have set out to do is worth doing, it is important and interesting, and you have decided to do it.

Below you can read two versions of an incident, told by the same person but using completely different words. Does it sound like the same situation?



Discussion

Discuss these stories in a group or with a friend.

1(a) What a Mess!

"I really have the feeling that Eddie doesn't give a shit about what I feel. You'll never believe what he arranged for my birthday. Well there was no party! Like it never crossed his mind that I would like to celebrate my birthday somehow, to go out or invite some friends to the house. No, no, nothing like that. I was late home but it wasn't my fault. The girls just dragged me to the pub after work, and guess what was waiting for me when I finally got home: himself sitting on the sofa and the kitchen looking like a bomb had just exploded. The stove was filthy as something had boiled over. What a smell! He had used every bowl and cup he could find and left them all in the sink and the floor was covered with flour. OK, he had cooked something, and he'd got a bottle of cheap wine. A present? He gave me a present all right! I don't know why he has to hurt me on purpose; he got me a season ticket to a gym! I know I could lose a pound or two but I'm not that fat!"



1(b) Dinner for Two

"I just have to tell you what my Eddie did. Can you believe that he is such a romantic after twenty years of marriage? He wanted to celebrate my birthday alone with me; just the two of us in the candlelight. He had cooked the dinner; it was something French, I don't remember what he called it but it was lovely, and we had some French red wine with it. I had been to the pub with the girls after work - they wanted to buy me a drink - and when I got home, there was my Eddie waiting for me, nervous and blushing, just like on our first date! It was just like in the movies; the bottle of wine, the candles and the white tablecloth. I tell you the setting was like straight from a magazine! But he didn't just give me jewellery! He always comes up with ingenious presents! Do you want to know what I got? He gave me a season ticket to the new gym! Yes, that's right, the fancy one! Well, he knows that I like to keep in shape."



2(a) Her and the Kids

“Sue’s in an advertising agency now. I don’t know what she does, some secretarial job or something. What does anyone do without any skills? No, she doesn’t earn much, but what’s the use of her staying at home when the kids are at school. Karen talks about going to university but I think she should forget it. It would take years before she’d get a real job and start earning. If you just study all your life you can forget about getting a car or a flat of your own, that’s for sure. Jim isn’t doing any better. There he is with his guitar, in the garage. I wonder if he actually goes to school anymore. He wants to start a band! Great! Next it will be drugs! Me? Well, I’m all right, at least I have a job now. Sue’s talked me into going skiing with her friends somewhere in France. I don’t know what got into me when I agreed to that. I can just see myself ... oh God!”

2(b) My Wife and Kids

“Sue has found a job she really likes. She’s worked in an advertising agency for six months now. She’s a secretary! Can you imagine that she has managed to get herself a job at a time like this, after having spent her life at home taking care of the children! She is great, isn’t she! I wouldn’t be surprised if she decided to start studying or something! What? No, no, it would be all right with me! Honestly, everything has been so much better since she got out of the house. The kids say the same. Karen is heading for university! Sure, it will be hard for us, but if she has the brain I think she should go for it. Now that we’re both working I think we can just about manage. I think Jim is going to earn his living with his guitar before long, judging from what I hear from the garage night after night. We’re going skiing in the French Alps this winter! Can you imagine! It’s our first time but we decided that we have to make this dream come true. What? No, I’ve never skied in my life but I’ve learnt harder things!”

What do you think of these two different approaches?

What is it that makes the two versions of the same situation sound so different?



What do you think?

Which words and phrases in each version make them sound so different?

Think of a situation you have been in recently that you feel bad about, e.g. a misunderstanding, or an argument at work or with a member of your family. Try writing an alternative outcome by looking at the situation in a more positive way.



What you
have learned

Evaluation Questions

Did you find this a useful way of looking at different situations?

Could you try this approach at home or at work?

PLANNING YOUR FUTURE

In this section you will:

- consider the different skills and experience you have developed in your life
- think about how you can build on them to help you find a job

You can work through the activities in this section on your own but if you can, discuss them with a group or with friends, as they can help you to recognise some of the different skills and qualities that you have.

Activity 1

Looking at yourself

What experience and skills have you got to build on? Start by thinking about what you have done in your life up until now. Try to put something in each column.

	What you have done	Skills you have developed
work experience		
home and family		
interests and hobbies		
other activities, e.g. voluntary work, carer, etc.		
returning to study		



Discussion



Activity



Activity 2

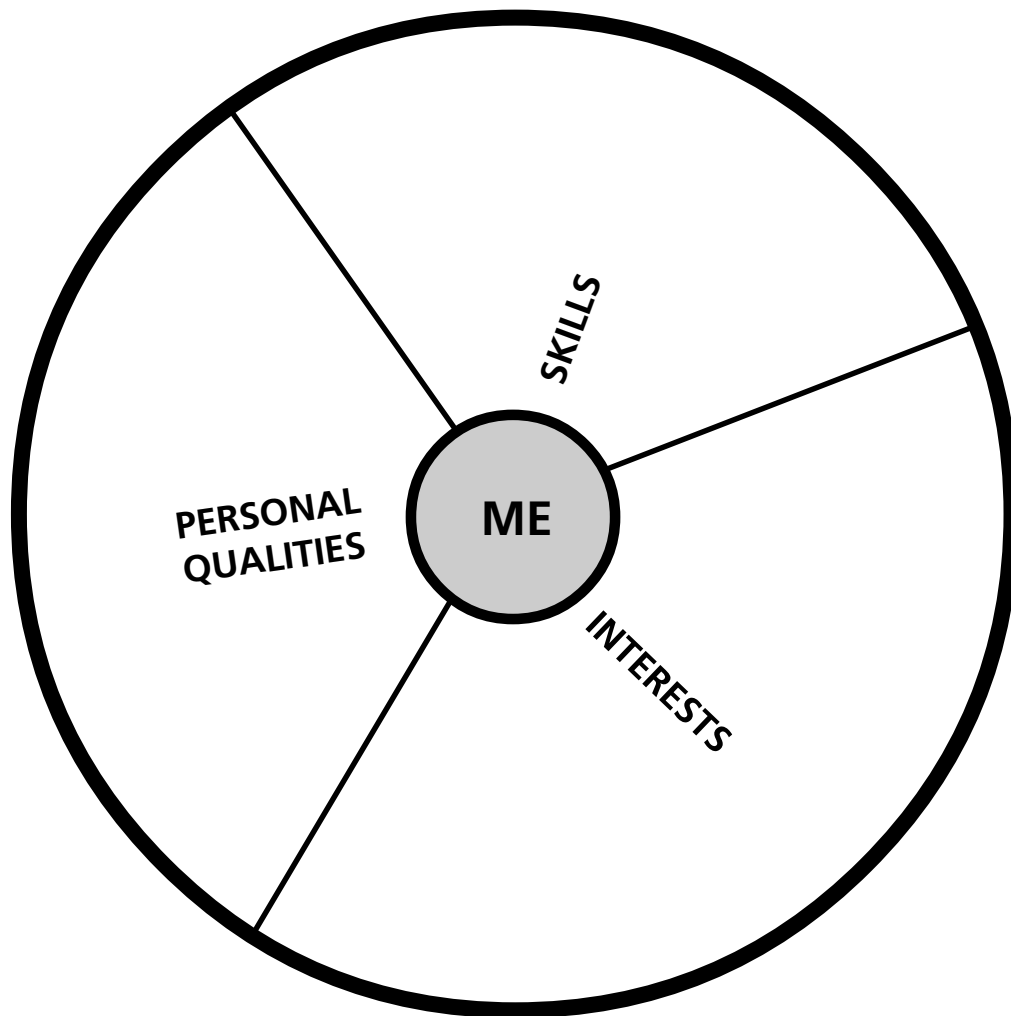
Fill in the wheel diagram on the next page. Imagine yourself as the centre of the wheel and the three sections are different aspects of your character. Take some time to think about yourself, the type of work and activities you enjoy doing, the different skills you have acquired over the years and your own personal qualities. By presenting these in this one diagram you are building a picture of yourself and what you have to offer.

Here are some ideas to start you thinking. **Fill in your wheel with your interests, skills and personal qualities.** If you are working with others, discuss your wheel with them. They may recognise qualities in you that you have forgotten to include.

For example:

Interests	Skills	Personal qualities
Working with children	Making things	Sense of humour
Working with machines	Carer	Well organised
Organising people	Number work	Reliable
Meeting deadlines	Communication	Adaptable
Creative work	Understanding machinery	Good listener
Working outside	Musical	Punctual
Enjoy a challenge	Working with others	Energetic
Listening to people	Eye for detail	Determined
Explaining things and talking	Management	Patient
Keeping accounts	Sales	Honest
Working out problems	Keyboard skills	





Activity 3

What's important to me?

When you are thinking of starting anything new like a job, voluntary work or a course, you have to decide what is really important to you. Fill in the table on the next page on what you think is important. Don't forget to include the fourth column and say why. Add any other conditions that might affect you and how important they are to you.



How important is it?	very	quite	not at all	why?
money				
hours				
Place				
Prospects				
working with people				
practical work				
no risks				
Responsibility				
no pressure				
a challenge				
get on with colleagues				
doing something useful				
Training				
childcare facilities				

Activity 4

Look back at your wheel and answer these questions and see what you have found out about yourself so far.

What interests do you enjoy the most?



Activity



What do you think?

Do you have any experience - from paid work, work at home, voluntary work, hobbies, qualifications - that would be useful in these areas?

Now look at your skills. Do you have any skills that would be useful in these areas?

What personal qualities do you have that would be useful in your chosen areas of interest?

Can you see a picture emerging of what you might be interested in doing in the future? Try to write down three or four general directions that you would like to find out more about.

Keep your wheel handy. Make changes to it as you develop ideas. When you read job or course descriptions, compare them to your information in your wheel to see how well you might be suited.

JOB INTERVIEWS

In this section you can:

- examine questions frequently asked at interviews
- practise answering questions to prepare yourself for interviews



What experience have you had of job interview?

How can you prepare for interviews?

Can you remember any questions you have been asked at interviews? Write them here:



Discussion

If you are doing this exercise in a group, discuss what kind of questions people have been asked in job interviews recently. Write these questions down on a large sheet of paper. This list will give you an idea of the range of qualities employers are looking for. This will vary depending on the type of job being offered.

Now think about interviews from the employers' point of view. What qualities are they looking for in the person they select for a job? How do they find out if a person has suitable skills and the right personal characteristics for a particular job?

On the next page are some examples of questions you could be asked in an interview for a job. You can add any of these to the list you have created if they are not already there. Along with the questions you are also given some possible answers, or things to consider when answering interview questions. You can add your own ideas and continue the list. Try to do this activity with others so that you can share experiences and ideas.

Try acting out a job interview using the list you have prepared together. While two people take turns to play interviewer and interviewee, the rest of the group can observe and give feedback. Try to evaluate what is said and how it is said. Don't forget to look at body positions, gestures and non-verbal communication as well.

Some typical job interview questions

1. "What did you do in your last job?"

Possible responses - remember to emphasise experiences that you think will be valuable in the job you are being interviewed for:

- What skills you used
- What machines or equipment you used
- What responsibilities you had
- People you dealt with
- Changes in your position
- Training or courses you took while in that job
- Any similarities to the job you are applying for now
- Anything else? List here:

2. "Have you done this kind of work before?"

Possible responses:

- Think about the different aspects of the job - working with other people, different skills you have acquired, etc., and how you can adapt these to the work you are applying for now.

3. "What kind of machines or equipment can you operate?"

Possible responses:

- First ask yourself, what will this job need?
- Make a list beforehand. You don't need to take it with you to the interview, but you will remember details better if you have thought about them in advance. Be as specific as possible and give the name and type of any equipment, machines or computer programmes you have worked with.
- Mention any certificates or special training you have had in using equipment or machinery.
- Is there anything connected with your interests and hobbies that you could include? Don't forget to mention them.

4. "Why are you interested in this job?"

Possible responses:

- What do you know about the company or the organisation?
- Where could you get information before the interview?
- Mention again how your experience makes you the best choice for this work.
- What do you think would be interesting or challenging about the job?

5. "What are your greatest strengths?"

Possible responses:

- Your skills
- Your experience
- Your age
- Your enthusiasm
- Your reliability
- Your efficiency
- Your ability to work in a team
- Continue the list

Remember on the day that you will have to demonstrate these strengths to the interviewer.

6. "What are your weaknesses?"

- Should you admit any weaknesses?
- Is it actually possible to have no weaknesses? Would you employ someone who claimed to have none?
- Is it OK to admit that you are human, but have no weaknesses that would prevent you from doing the job?
- Can you think of a weakness you have that could be presented as a strength? For example, I can be over enthusiastic or I tend to get too involved. What could you say?

7. "What else would you like to tell us about yourself?"

You could talk about:

- Any goals you have for your life in general
- Anything about your interests outside work that could link to this job
- Any organisations or associations you belong to that demonstrate skills that might be useful to the job
- An example of any interesting task, job or project you have worked with lately
- Can you think of anything else you could say about yourself?

8. "Do you have any questions?"

Possible responses:

- Ask one or two questions about the job to show how interested you really are. If you feel you don't have enough information about the job, try to get it before you go to the interview.
- What would you need to know about the job before you start?
- What training would be provided?



Activity

Matching a job description to your skills and experience

Find some job descriptions that interest you in your local paper. If you were to apply for one of these jobs, how could you convince the employer that you are the best person for the job?

Ask yourself the following questions and then try to fit your skills and experience to suit the position you're interested in.

What duties are involved in this job?

What skills and experience are being asked for?

What kind of person are they looking for?

Evaluation Questions

Did this activity help you to prepare for interviews? Which ideas did you find most useful? Write any key points you can use again here:



What you
have learned

Applying for a course

Interviews for a course, or a place at college, are not so very different from job interviews. Generally the interviewer will be looking for two things:

- that you will be able to cope with the workload and that the course is at the right level for you
- that the subject, or programme, is right for you; that you have thought through your reasons for selecting this particular course and what it might lead to

When you go for a college interview, be prepared to discuss both of these points.

WRITING A CV



In this section you will:

- learn to recognise what skills and experience employers are looking for
- gather information to write your CV
- look at ways of creating a professional looking CV
- write a covering letter to accompany your CV

What is a CV?

CV is short for Curriculum Vitae (**Latin meaning “The course of one’s life”**).

- A CV is a document giving information about your skills, qualities and achievements in a format that is easy to read and understand.
- A good CV is a formal way of introducing yourself to a prospective employer. It is like an advertisement for you.
- Employers use CVs to compare applicants and to help them choose who they would like to interview. Your CV is your opportunity to sell yourself.

How to get yourself noticed

If you want employers to consider you for a job, then you have to make sure that they have all the relevant information about you. This requires spending some time gathering and organising information about your skills, qualities and achievements and presenting them effectively.

When writing a CV, or completing a job application form, it is important that you give employers the information they really need to make the decision about who to employ. You don’t want to distract employers with irrelevant details about yourself. A CV should focus on two main points:

1. the job on offer

2. your suitability to do the job

Activity 1

Here is a sample list of job vacancies from a local paper. You can use these to carry out this activity, or if you prefer, choose some job advertisements that you would be interested in applying for in your local newspaper.



- **Motor mechanic for national chain of Auto Repairers**
- **Assistant in a children's day care centre**
- **Customer services assistant for a computer company, to work on a telephone helpline**
- **Zoo keeper at the city zoo, to be in charge of the Monkey House**
- **Weekend bar tender in a city centre pub**
- **Manager of new jeans store**
- **Sales staff in large furniture store**
- **Casual work for two months to help with the harvest in a market garden**
- **Receptionist in a city centre advertising agency**
- **Receptionist and administrator in a local carpenters' business**
- **Waiters wanted for the dining room at The Grand Hotel**
- **Assistant in a travel agency**

Select a job that you would be interested in applying for.

What type of skills and experience is the employer is looking for?



Discussion

If you are working in a group compare your answers for your chosen jobs and discuss your results.

Experience needed to do the job

Skills needed to do the job



What do you think?

How you can convince the employer that you are the person for the job?

What **skills** do you have to fit this job description? Remember that you acquire skills in all areas of your life that may be appropriate to this job. Make a note of your skills here:

--

What **experience** is this employer looking for? Remember that this can include experience in similar types of work and experience in other parts of your life as long as it is relevant to the job. Write about your experience here:

Now think about what **personal qualities** the job might require. These can include such things as, working well with other people, reliability, good communications skills, physical fitness, etc.

What personal qualities do you have that would suit the job you have chosen? Do you have any qualities that other applicants might not have?

Now look at what you have written about yourself on the previous page and the picture you have created of yourself for the employer. **What do you think makes you the best person for the job?** Why should this employer pick you rather than another applicant? Write your ideas here:



You can now use this statement to introduce yourself to the employer. If you are writing a CV it could be your opening statement, to catch the employer's attention. If you are completing an application form you could use it if there is a section asking you why you would like the job.

Look at the sample CVs on the next two pages. They are written by the same person applying for two different jobs.

Example 1

Gordon Marks wants to apply for the job of mechanic at Auto Repairs in Niceville. He has lived in the town since leaving the Army and his family have settled in well. At the moment he travels 10 miles to Grimtown where he works in a small garage.

Example 2

Gordon has just bought a new house in Niceville. Although he and his wife both have quite good jobs, Gordon decides to apply for a job as barman to earn some extra money to buy furniture for their house.

Gordon Marks
21 Main Street
Niceville
AB1 2AA
Tel: 0111 222222

Profile

I am an efficient, reliable, fully qualified mechanic and I am seeking to return to work in Niceville. I have in depth work experience and training from the Army working on HGV and fleet cars.

Qualifications City and Guilds time served mechanic
 HGV driving licence
 Clean driving licence

Work Experience

Assistant mechanic **Joe's Garage, Grimtown (1998-present)**
Responsible for general servicing and repairs on private cars. (Company is registered Volvo service station). Contract to maintain HGVs for local haulage firm. Working alongside garage owner. Responsibility for supervision of trainee mechanic.

Chief mechanic **Royal Engineers (1988-97)** Time served apprenticeship (4 years) in Cyprus. Stationed in various locations as Station mechanic, in Germany, England, Northern Ireland and Cyprus. For the last two years of my tour I was chief mechanic in Akatiri, Cyprus, supervising five junior mechanics and responsible for the smooth running of the depot.

Army Cadet **Army Training Corps (1984-88)** Learned to drive aged 17. Car maintenance training as part of survival training.

Additional information:

Hobbies **Drag racing, Coach junior karate, Gardening**

References

Joe Mack, Joe's Garage, Clifftop, Grimtown, GR6 Z22

Captain R Fellows, Army Base, Akatiri, Cyprus

Gordon Marks
21 Main Street
Niceville
AB1 2AA
Tel: 0111 222222

Profile

I am a reliable and hard working mechanic, with bar experience, seeking additional evening work. I have excellent communication skills and am used to working under my own initiative. I have had considerable bar work experience while serving in the army.

Work Experience

Assistant mechanic **Joe's Garage, Grimtown (1998-present)**

Corporal **Royal Engineers (1988-97)** Fully qualified mechanic. Post included responsibility for trainees and working as part of a team.

Bar Work **Mess Committee Akatiri, Cyprus (1994-97)** While serving in Cyprus I was a member of the social committee with managerial responsibility for the bar. This included checking and ordering stock as well as tending the bar.

The Black Bull Inn (1987-88) Part time barman in the function suite. Duties included waiting tables, serving behind the bar, looking out for inflammatory situations.

Additional information

Hobbies **Coach junior karate.** Physically fit and quite capable of handling any difficult situations. Improved my communication skills, getting on with a wide variety of age groups and client groups

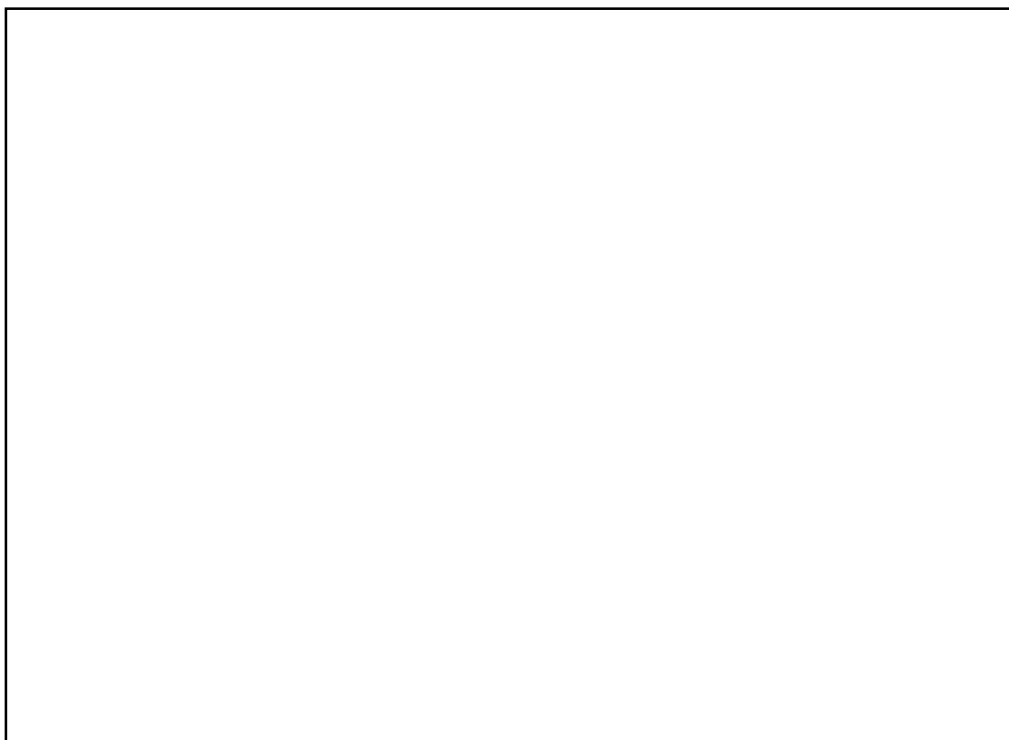
Gardening, Drag racing.

References

Joe Mack, Joe's Garage, Clifftop, Grimtown, GR6 Z22

Captain R Fellows, Army Base, Akatiri, Cyprus

What differences can you see between the two CVs? Why has he presented himself in this way?



Now try writing a CV for yourself in a style to suit your chosen job. Remember this is your opportunity to sell yourself, so don't be modest.



What you
have learned

Evaluation Questions

What do you look for in a job description to help you decide if the job is suitable for you?

What information about yourself should you include in your CV? Do you have all the information you need?

Once you have written your CV, how does it look? Are you pleased with the result? Is it a good advertisement for your skills and talents? Write your comments here:

COMPLETING FORMS

In this section you will learn:

- **Some tips on completing forms**

In this “Information Age” completing forms is almost an every day task. A form is simply a document already set out with questions and spaces for you to fill in the answers. They usually require **clear, accurate, concise** information.

Have you ever experienced any of these problems when completing forms?

	Please	tick
	yes	no
They use unfamiliar language.	<input type="checkbox"/>	<input type="checkbox"/>
You didn't understand the exact meaning of a question.	<input type="checkbox"/>	<input type="checkbox"/>
You understood the question but couldn't answer it.	<input type="checkbox"/>	<input type="checkbox"/>
You had difficulty finding the required information.	<input type="checkbox"/>	<input type="checkbox"/>
You were unclear about the instructions given for completing the form.	<input type="checkbox"/>	<input type="checkbox"/>
Someone was standing over you making you flustered.	<input type="checkbox"/>	<input type="checkbox"/>
The space for writing was too small.	<input type="checkbox"/>	<input type="checkbox"/>

What would help you when filling in forms?

Here are some suggestions that might help:

- read the form through from beginning to end before doing anything
- take note of any information required that you have to look up
- gather as much information together as you can before you begin
- make a photocopy of the form and use it to practice filling it in before you make your final copy
- use pencil first time so that you can rub it out and make changes
- draw pencil lines to guide your writing if a blank space is provided and rub them out when you have finished
- complete the easy sections first
- check everything you have written
- when you are satisfied, complete with a pen
- photocopy it for future reference if you are likely to need it again



Activity 1

On the following pages there are two forms for you to practice on. You could also find some forms of your own that you want to complete, or your tutor may give you some.

Guidelines on completing forms:

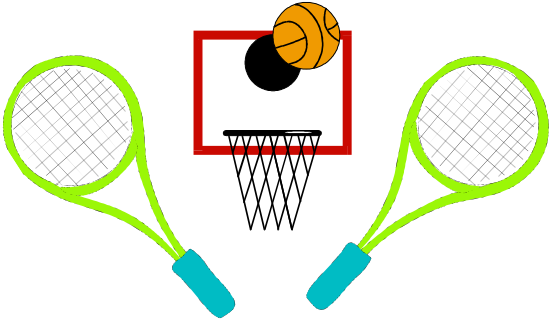
Most forms require your name, address and telephone number, date and signature.

Note the instructions and check that you put information in the correct spaces provided.

Your signature must always be in longhand.

Sometimes you are asked to write in block capitals when completing a form. If not, write legibly in your ordinary joined handwriting - you will be less likely to make spelling mistakes.

GREEN GABLES SPORT & LEISURE CLUB



Application for Membership

Please use block capitals for name and address

Surname

Forenames

Address

Telephone

Date of Birth

State of health

Date

Signature

**Motor Accident
Report Form**



Insured

Your name Mr/Mrs/Miss	<input type="text"/>
Address in full	<input type="text"/>
Occupation/s in full	<input type="text"/>
Is the insured registered for VAT?	<input type="text"/>
Telephone number	<input type="text"/>
Policy no/Certificate no	<input type="text"/>

Driver (or person in charge of the car at time of accident)

Your name Mr/Mrs/Miss	<input type="text"/>
Address in full	<input type="text"/>
Date of birth	<input type="text"/>
Licence particulars of driver at time of accident	<input type="text"/>
Period of licence	<input type="text"/>
Is it provisional	<input type="text"/>

Details of vehicle

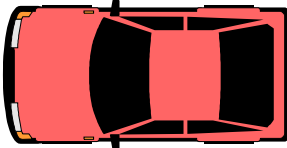
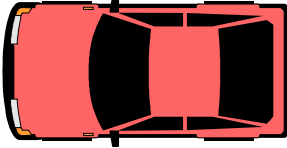
Make	<input type="text"/>	Model	<input type="text"/>	Co	<input type="text"/>	Year	<input type="text"/>	Colour	<input type="text"/>
Registration number	<input type="text"/>								
Who is the legal owner of the vehicle	<input type="text"/>								
For what purpose was the vehicle being used at the time of the accident?	<input type="text"/>								
	<input type="text"/>								

Accident details

Date and time of accident	<input type="text"/>
Location (street/road and town)	<input type="text"/>
Which speed limit was applicable	<input type="text"/>
Please state weather conditions	<input type="text"/>
Name and address(es) of any witnesses	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

Describe what happened (continue on a separate page if necessary)

Details of impact and area of damage

	
Insured's vehicle	Other vehicle

Declaration

I/we hereby declare that the statement on this form and the information provided in addition are true and complete to the best of my/our knowledge and belief.

Signature(s) Insured	<input type="text"/>	Date	<input type="text"/>
Signature(s) Driver if different	<input type="text"/>	Date	<input type="text"/>



What do you think?

Evaluation

	Yes	No
Did you follow the instruction accurately?	<input type="checkbox"/>	<input type="checkbox"/>
Did you complete everything?	<input type="checkbox"/>	<input type="checkbox"/>
Could someone else read it?	<input type="checkbox"/>	<input type="checkbox"/>
Did you check for accuracy, spelling, grammar and punctuation?	<input type="checkbox"/>	<input type="checkbox"/>

What tips about completing forms did you learn that were useful to you?