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MİLLÎ EĞİTİM BAKANLIĞI**

**AİLE VE TÜKETİCİ HİZMETLERİ BİLİMİ**

**MESLEKİ YABANCI DİL (İNGİLİZCE) - 1**

**Ankara, 2015**

- 
- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
  - Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
  - **PARA İLE SATILMAZ.**

# CONTENTS

AÇIKLAMALAR	iii
PREFACE	1
LEARNING ACTIVITY-1	2
1. INTRODUCE YOURSELF	2
1.1. First Impression	2
1.2. Introductions	3
1.3. Hand Shaking	3
1.4. Greetings	4
1.5. The Way to Introductions	5
1.7. Telling and Asking Occupation	5
1.8. Giving and Asking Personal Information	6
1.9. Summary	7
1.9.1. How to Introduce Yourself at Work and in the Office	7
1.9.2. Introduce Yourself	7
1.9.3. Examples of Further Questions	7
1.9.4. Further Introductory Sentences	7
1.10. How to Introduce Yourself to Important People at Work	8
1.11. How to Introduce Yourself to Friends (Socially)	8
1.12. Introducing Someone	8
1.13. Dialogue Starters	9
EVALUATION CRITERIA	12
TESTING & EVALUATION	13
LEARNING ACTIVITY-2	15
2. FAMILY AND CONSUMER SERVICES	15
2.1. Current Status and Future of the Area	15
2.2. The Purpose of Family and Consumer Services	15
2.3. The Professions of the Family and Consumer Services Area	16
2.3.1. Household And Family Services (Household Manager /Home Manager)	16
2.3.2. Social Services (Social Assistant)	17
2.3.3. Consumer Services (Consumer Services Staff)	18
2.3.4. Environmental Services (Environmental Protection And Control Staff)	19
2.4. Specifications of Professional Staff	20
2.4.1. Staff Who Wants to Work in Family and Consumer Services Industry must:	20
2.5. Working Environment and Conditions	23
2.5.1. Household and Family Services	23
2.5.2. Social Services	24
2.5.3. Consumer Services	25
2.5.4. Environmental Protection and Control Services	25
EVALUATION CRITERIA	27
TESTING & EVALUATION	28
MODÜL DEĞERLENDİRME	31
INDEX	32

# AÇIKLAMALAR

<b>ALAN</b>	<b>Aile ve tüketici hizmetleri alanı</b>
<b>DAL/MESLEK</b>	<b>Alan Ortak</b>
<b>MODÜLÜN ADI</b>	<b>Mesleki yabancı dil -1 (ingilizce-aile ve tüketici hizmetleri)</b>
<b>MODÜLÜN TANIMI</b>	Yabancı dilde kendini tanıtip alanındaki temel mesleki konuları dinlemeyi, konuşmayı, okumayı ve yazmayı geliştirecek ve kolaylaştıracak bilgileri kapsamaktadır
<b>SÜRE</b>	40/32
<b>ÖN KOŞUL</b>	Bu modülün ön koşulu yoktur
<b>YETERLİK</b>	Yabancı dilde kendini tanıtmak, Yabancı dilde Aile Ve Tüketici Hizmetleri Alanının tanıtımını yapmak, Yabancı dilde alanındaki temel mesleki konuları dinlemek, konuşmak, okumak ve yazmak
<b>MODÜLÜN AMACI</b>	<b>Genel Amaç</b> Öğrenci, uygun ortam ve koşullar sağlandığında, Yabancı dilde alanındaki temel mesleki konuları dinleme, konuşma, okuma yazma yapabilecektir. <b>Amaçlar</b> <ol style="list-style-type: none"><li>1. Yabancı dilde kendini tanıtabilecektir.</li><li>2. Yabancı dilde Aile ve Tüketici Hizmetleri Alanının tanıtımını yapabilecektir.</li></ol>
<b>EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI</b>	<b>Ortam:</b> aile ve tüketici hizmetleri atölye ve laboratuvarları, sınıf, işletme, kütüphane, ev, bilgi teknolojileri ortamı vb. <b>Donanım:</b> ev ve kurum araç gereçleri, görsel ve basılı kaynaklar televizyon, projeksiyon, bilgisayar ve donanımları vb. sağlanmalıdır.
<b>ÖLÇME VE DEĞERLENDİRME</b>	Milli Eğitim Bakanlığı Ortaöğretim Kurumları Sınıf Geçme ve Sınav Yönetmeliği'ne uygun olarak modül ve ders sonunda ölçme araçları kullanılarak ölçme ve değerlendirme yapılacaktır.

# PREFACE

**Dear Student,**

Welcome to this module!

This module is intended for employees who will work at all levels in family and consumer services who need to improve their Professional English.

The basic objective is to help you in introducing yourself and giving both personal and occupational information in English. The next aim is to describe your professions and qualifications in your jobs in the target language. As you guess in the globalizing world, one must be able to improve his/her foreign language skills in order to communicate with employees and customers who speak English or do not speak Turkish, moreover to enable the employees to read all the documents about their jobs which are written in English.

This module is composed of typical explanations, basic vocabulary which are related to the subjects, some grammatical rules which must be learned to read, understand, write and speak English in your daily lives.

At the end of each chapter, you will find some fill in the gaps and dialogues. With the help of these exercises, you will be able to learn and remember all the words and information given in the module.

Warm regards.

# LEARNING ACTIVITY-1

## AIM

At the end of this learning activity, you will be able to learn " How To Introduce Yourself"

## SEARCH

- How we introduce ourselves in our mother tongue.
- What we need to tell to introduce ourselves.
- How simply and clearly we can introduce ourselves.

## 1. INTRODUCE YOURSELF

First impression is a really important aspect in communication. Introducing yourself and others in the correct way is fraught with various do's and don'ts of etiquette.



Picture 1.1:Introduction

### 1.1. First Impression

When you first meet someone, you must be self confident, polite and you must have a smiling face.



Picture1.2:First impression

## 1.2. Introductions

In social situations, a man is traditionally introduced to a woman. However, in the business world, introductions are based on a person's rank or position in an organisation whoever the highest-ranking person is introduced to everyone else in order of their position. If you introduce two people of equal rank to each other, introduce the one you know less well to the one you know best.

## 1.3. Hand Shaking

When meeting someone formally for the first time, we shake their hand and say "How do you do?" or "Pleased to meet you."

"How do you do?" isn't really a question, it just means "Hello".



Picture 1. 3:Hand shake

Your hand shaking must be gentle and short. When shaking hands, people may say your names without saying "Hello" or anything else. It can come across as a bit unfriendly, but it's not considered to be rude.

**For example:**

I hold out my hand to you and say, "Atıl ÖZAVCI."

If you wish to be on first-name terms with someone, you can indicate this by stressing your first name:

**For example:**

"Hello, my name is Atıl. Atıl ÖZAVCI."

## 1.4. Greetings

It is important to greet people first. We also greet people as we leave people. In English (as in all languages), there are different ways to greet people in formal and informal situations.

Formal Greetings	Informal Greetings	Very Informal/Slang
Good morning!	Hello! /	Hi! Hi!
Good afternoon!		
Good evening!		
How are you?	How are things going?	How's life?
How do you do?	How are you doing?	How're things?
How is everything?	How's it going?	
How have you been?	What's happening?	
What have you been up to?	What's happening with you?	
		What's new?
		What'cha been up to lately?
		What's up?
	What's new with you?	
Nice to meet you		
It's a pleasure to meet you.		
It's very nice to see you.		

### Formal Greetings and Formal Responses

[These are used in polite, official occasions, with strangers. You may respond with the same or similar greetings.]

A: Good morning!	B: Good morning!
A: Good afternoon!	B: Good afternoon!
A: Good evening!	B: Good evening!
A: How are you?	B: Very well, thank you.

## Informal Greetings and Informal Responses

[For everyday occasions, with friends and acquaintances. These are simple and friendly.]

A: Hello!	B: Hello!
A: How're you doing?	B: Fine, thanks.
A: Hi!	B: Hi!
A: How's school?	B: Fine, thanks. / Great, thanks.
A: Hi!	B: Hi!
A: It's good to see you!	B: Good to see you, too

### 1.5. The Way to Introductions

When you want to introduce yourself, after greetings we say our first name and surname. (Someone may say his/her surname first or just his/her name)

A: Hello  
B: Hi  
A: My name is Atıl. Atıl ÖZAVCI  
A: What is your name?  
B: My name is Mehmet. (I am Mehmet)  
A: Nice to meet you  
B: Nice to meet you too. (me too)

### 1.6. Asking How People are

#### Formal

A: How are you Mr IZGEZER?  
B: Fine thanks/very well/quite good/ pretty good/ ...etc. , and you, sir?  
A: Fine thank you./me too/a bit tired/

#### Informal

A: What's up (Wuz up?) Pınar?  
A: How/ What you doin?

### 1.7. Telling and Asking Occupation

In formal conversations, people generally say their occupations or positions and companies just after their names and surnames.

A: Hello I am Tuncer. I am a teacher of English.  
B: Hello. My name is Ayten. I am a manager of sales department in Güney Süt.



\*It is rude to ask salary. So, do not ask about salary. If you are asked about it, just smile politely and don't answer.

## **1.9. Summary**

As a summary of introducing yourself

### **1.9.1. How to Introduce Yourself at Work and in the Office**

This situation requires more formality than meeting friends and usually less formality than meeting clients or important people at work.

### **1.9.2. Introduce Yourself**

#### **The basic rules**

- Look at the person and have an eye contact. This shows that you are directing your attention at them and you are about to do something.
- Do not wait too long before moving onto the next step, otherwise they may think that you are strange.
- Once you have had an eye contact, a smile is good (but not always necessary), and say "Hello" or "Hi". Followed by "I'm Atil." (substitute your real name).
- By saying these words, offer your hand for a handshake.
- If you work as an auditor or a regulator, it may be more effective not to smile. This would show that you are a serious person.
- Once you have introduced yourself, they should introduce themselves. Probably they will reply "Hi Atil, pleased to meet you. I'm Naz."
- After establishing each others names, you can tell them more about yourself or ask them questions. Try to make any statements about yourself relevant to the situation you are in. Also with any questions you ask, try and make them relevant to the business situation.

### **1.9.3. Examples of Further Questions**

- Have you travelled far? (if they have come from somewhere else).
- Which department are you from?
- What are you responsible for?
- How's business?

### **1.9.4. Further Introductory Sentences**

When you introduce yourself, you may be asked the questions which are stated above and more. You should explain areas of your job and then return a question, often the same question unless they have already answered it. Here are some examples:

Have you travelled far? – Not too far. I had a 2 hour bus journey from İstanbul to Bursa. What about you?

Which department are you from? – I'm from the enviromental protection and control. A very challenging area at the moment. What about you?

What are you responsible for? - I'm responsible for Bursa and Eskişehir It's a large area. What about you?

## **1.10. How to Introduce Yourself to Important People at Work**

The rules which are stated above, can be followed. However, you may need to use Mr or Mrs or Miss and the important people's surnames (family name) e.g. Mr Özavcı (not Atıl) or Mrs ÖZAVCI (not Naz) or Miss TUBAY (not Refika).

Also, you can use their full names ( e.g. Atıl ÖZAVCI). The precise rules should be established when you first join the organization. If it is an organization you are visiting, establish the rules with your contact or introducing contact.

### **The general rules are:**

- show respect
- be polite
- let them lead the conversation
- always smile at their jokes.

## **1.11. How to Introduce Yourself to Friends (Socially)**

The rules which are stated above can be used except when you are less formal and when you don't have to make the subjects relevant to any bussiness agenda. You can talk about girls, boys, politics, humor, etc. You can be crude, rude, and eccentric.

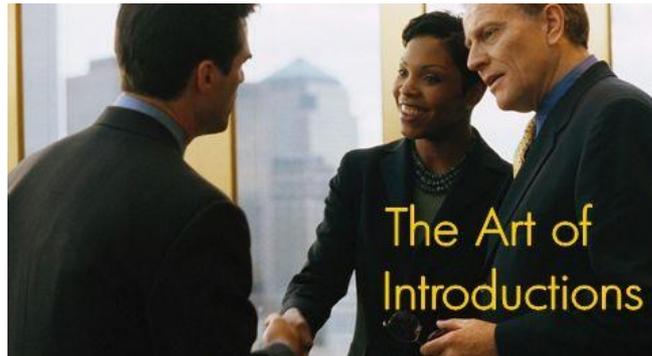
### **The general rules are:**

- try to use humor and be funny,
- don't be offended or be rude to your friends,
- don't talk about boring things or depressingly serious news events,
- be supportive and positive,
- don't ask too much about favors or money.

## **1.12.Introducing Someone**

Here are some tips to introduce someone:

The first step in making introductions is to determine who should be introduced to whom. The basic rule is that the name of the older or higher ranking person should be said first.



**Picture 1. 4: Introduce**

**How does this look in practice? Below are some examples:**

"İbrahim TUBAY, I'd like you to meet Tuncer ÖZAVCI" (İbrahim is older than Tuncer)

"Mr. President, I would like to introduce my brother's wife Ayten ÖZAVCI"

In a group setting such as a party, you should introduce a person to the group first.

**For example,**

"Aleyna, these are my friends Kadir, Ceyda, Hasan, Mert and Abdullah. Everyone, this is Aleyna."

\*Formal etiquette rules dictate that men should stand when being introduced to women, and women should stand when being introduced to the older women. However, it is best to judge the situation and the actions of those around you when deciding whether to stand up or not.

### **1.13. Dialogue Starters**

Starting a conversation requires a lot of guts and confidence. Starting a conversation can be advantageous as well as disadvantageous in some cases. If you manage to start a conversation with good conversation starters, which are correct and to the point, you will be able to impress the people you are talking and starting a conversation shows the presence of leadership qualities and faith in one's abilities. On the other hand, these starters may help you to catch a contact with the other speakers. Here are some questions below:

- **Ice Breakers**
  - Where did you grow up?
  - Do you have any pets?

Do you have any siblings?  
Do you know what your name means?  
What type of phone do you have?  
What did you do last weekend?  
What are your plans for this weekend?  
What do you like to do in your spare time?  
What is the first thing you do when you wake up?  
What is the last thing you do before you go to sleep?  
What is your middle name?  
What was the last thing you purchased?  
What is your favorite holiday type?  
What is your favorite day of the week?  
If you could meet anyone in history, who would you like to meet?  
What do you like to do to relax?  
Are you a saver or a spender?  
Do you play any instruments?

➤ **Childhood Questions**

What was your favourite book in your childhood?  
What is your first childhood memory?  
What type of kid were you (e.g. spoiled, rebellious, well-behaved, quiet, obnoxious...)?  
What is the one thing you miss about being a kid?  
What did you want to be when you were younger?

➤ **School /Work Topics**

Where did (do) you go to school?  
What was (is) your favorite subject?  
What's the first thing you do after school/work?  
Were you the class clown or teacher's pet?  
What do you do for living?  
What is your dream job?  
If you had \$10 million, would you still be working/going to school?

➤ **Sports Conversation Starters**

Who is your favorite athlete?  
How often do you take exercise?  
What is your favorite sports team?  
Do you do any sports?

➤ **Vocational Questions**

Where was the last place you went on vacation?  
Where do you plan to go for your next vacation?  
If you could live anywhere in the world, where would it be?  
Which countries have you travelled to?  
What was your worst vocational experience?

- 
- **Food/Drink Topics**
    - What is your favourite drink?
    - What is your favorite food?
    - Are there any foods that you dislike or you will not eat?
    - What is your favorite restaurant?
    - What is the signature dish that you cook?
  
  - **Entertainment Topics**
    - Who is your favorite actor?
    - What is your favorite movie of all time?
    - What is your favorite TV show?
    - What type of music do you like to listen to?
    - What was the last book you read?
  
  - **Personal Questions**
    - Who do you look up to?
    - Where do you see yourself 5 years later?
    - What are you scared of?
    - What is your biggest regret?
    - What is the craziest thing you've ever done?
    - What are some of your long-term goals?
  
  - **Misc. Conversation Starters**
    - If you could have any super power, what would it be?
    - If you were stranded on a deserted island and you could have only 1 item, what would it be?
    - Do you believe that people are inherently good?
    - What is your favourite board game?
    - Would you prefer to live in the city or a rural area?
    - What is your favorite season?
    - Do you speak any other languages?
    - Have you ever cried because of happiness?
    - Do you sing during the shower?
    - What is the most valuable thing that you own?
    - What would you do if you only had 24 hours left to live?

\*Some questions can only be used in informal conversations or in social services department.

## EVALUATION CRITERIA

THE STUDENT'S	THE EXAMINATION'S	
Name-Surname:	Starting Time :	
Class :	Finishing Time :	
Number :	Used Time :	
CRITERIA	YES	NO
LEARNING PROCESS		
Can you remember how you must act when you first meet someone?		
Can you remember what we say when we first meet someone?		
Can you remember the day period greetings?		
Can you remember how to tell and ask occupation?		
Can you remember how to give and ask personal information?		
Can you remember any conversation starters?		

## TESTING & EVALUATION

**Circle the correct answers in the following questions.**

1. How must you be when you first meet someone for the first impression?
  - A) I must be rude and angry
  - B) I must be afraid
  - C) I must be spoiled and selfish
  - D) I must be polite and self confident
  
2. What do we say when we first meet someone?
  - A) Good-bye
  - B) What's up?
  - C) How do you do?
  - D) What is your nationality
  
3. Which question's answer gives occupational information?
  - A) What is your job?
  - B) Where are you from?
  - C) Where do you live?
  - D) What do you like doing?
  
4. Which one is NOT a personal information question?
  - A)Where do you live?
  - B)What time does the train leave?
  - C)Do you like reading magazines?
  - D) When is your brithday?
  
5. Which question is a vocational question?
  - A)Who do you look up to?
  - B) Do you speak any other languages?
  - C) What countries have you travelled to?
  - D) What type of music do you listen to?

**Match the questions to the answers.**

6. What's your name ?	a. Hello	
7. How old are you ?	b. I am Turkish	
8. What's your nationality ?	c. I am twelve years old	
9. Hello	d. I am from Mersin	
10. Where are you from ?	e. I am fine	
11. How are you ?	f. My name is Çınar	
6.....	7.....	8.....
9.....	10.....	11.....

**Fill in the gaps in the sentences below.**

12. When introducing yourself or others in a formal situation, use ..... names
13. **“How do you do?”** isn't really a question, it just means .....
14. When you first meet someone, you must ..... , ..... and .....
15. The basic rule to introduce someone is that the name of the ..... or ..... should be said first.
16. You will be able to impress the people you are talking if you manage to start a conversation with .....

**DEĞERLENDİRME**

Cevaplarınızı cevap anahtarı ile karşılaştırınız. Doğru cevaplarınızı belirleyerek kendinizi değerlendirebilirsiniz.

Verdiğiniz cevaplar arasında yanlışlar varsa; eksikliklerinizi modüldeki konuyu tekrar gözden geçirebilir, başka kaynaklardan araştırabilir, sınıf ortamında arkadaşlarınız veya öğretmeninizle ilgili konuyu tartışabilirsiniz.

Eğer tüm sorulara doğru cevaplar vererek, kendinizi bu faaliyet alanındaki konularda yeterli görüyorsanız modül değerlendirme aşamasına geçebilirsiniz

# LEARNING ACTIVITY-2

## AIM

At the end of this activity, you will be able to acquaint the department of family and consumer services in target language

## SEARCH

- What is the theme of family and consumer services?
- How many sub-branches does the service have in foreign countries?

## 2. FAMILY AND CONSUMER SERVICES

At the end of this learning activity, you will be able to learn and present what the family and consumer services are.

### 2.1. Current Status and Future of the Area

Family and Consumer Services area studies on educating well-qualified staffs required in; public and private hospitals, social services agencies, the relevant departments of the Ministry of Industry and Trade, hotel, holiday village, nursing home, guest house, dormitories, rehabilitation centers, cleaning companies, companies producing consumer goods, supermarkets, municipalities, recycling facilities and so on.

### 2.2. The Purpose of Family and Consumer Services

- Effective management and usage of individual and family resources
- Acquiring awareness in healthy aging (complying with the principles of healthy nutrition).
- Taking precaution to prevent air, water and soil pollution
- The waste separation
- Controlling the recycling and regenerative waste
- Execution of environmental services
- Producing, distributing, selecting goods and services
- Executing refund process
- Informing consumers about the resolution of problems
- Caring children, young, elderly and disabled people in trouble

In these areas, well-qualified staffs are needed to keep up with competitive conditions. For this reason, Family and Consumer Services will be able to educate the staffs who can give professional service and care that is needed.

## 2.3. The Professions of the Family and Consumer Services Area

- Household and Family Services (HOUSEHOLD MANAGER / HOME MANAGER)
- Consumer Services (Consumer Services Staff)
- Social Services (Social Assistant)
- Environmental Services (Environmental Protection and Control Staff)

### 2.3.1. Household And Family Services (Household Manager /Home Manager)



**Picture 2. 1: Home Manager**

Home manager is a person who does the cleaning and layout of the house, manages eating and shopping and does the entire duties by himself/herself.

#### **Duties:**

- taking personel care
- taking safety precautions in business and job
- preparing a work schedule
- executing buying, renting, moving, designing a house
- preparing the equipments
- doing the door and the window cleaning
- doing the furniture cleaning
- doing the accessories cleaning
- doing the ceiling and wall cleaning
- cleaning glass surfaces
- washing the dishes daily

- placing the clean kitchen tools
- cleaning the kitchen cupboards
- cleaning the bathrooms
- planning a menu
- planing menu for special cases
- doing food and beverage shopping
- storing food and beverage
- preparing the menu
- preparing the food and beverage
- ensuring the layout of the house.

### 2.3.2 Social Services (Social Assistant)

Social assistant is a well qualified person who has knowledge and skills on executing the process of caring services for children, young people, and elders, shopping procedures, nutrition services within a specific time.



**Picture 2. 2: Sociality**

#### **Duties:**

- doing personal care
- taking safety precautions in business and job
- carrying out oral and written communication with superiors
- following institutional procedures of children and young people
- organizing nutrition of children
- helping the young people to meet their basic needs
- carrying out the hospital procedures of the children and young people
- helping children and young people to protect them from getting bad habits
- preparing the budget plans
- doing the shopping
- applying first aid in basic level

- directing children and young people to social activities and guiding them to participate in these activities
- gaining the customer confidence and habit by conducting after-sales support services
- following product check-ins (returns)

### 2.3.3 Consumer Services (Consumer Services Staff)

Consumer services staff is a person who has knowledge and ability to label the products, edit the sales documents, perform storage, stock and procurement operations, evaluate the complaints and suggestions of the consumers, execute after-sales operations.



**Picture 2. 3: Consumer services**

#### **Duties:**

- doing personal care and cleaning
- preparing for work
- working with colleagues in coordination
- conducting the procedures for solving the problems by listening to the consumer complaints
- carrying out consumer problems which can not be solved in practice, in arbitration
- carrying out supplies, modifications and special orders after sales
- keeping records of consumers
- following consumer behavior and purchasing process
- following the effect of advertisings of the target audience
- packaging the products
- researching public opinion and markets
- using the office programs well
- doing specific arrangements according to customer demands
- organising stands and showcases
- decorating the places and dressing the tables and the chairs

- ensuring customer satisfaction by establishing good relations with customers
- preparing to sell a product with sales techniques knowledge and performing a product sale
- understanding and talking the foreign terms about the profession
- performing professional calculations
- investigating the social security system and the law
- applying the rules of hygiene and sanitation

### 2.3.4 Environmental Services (Environmental Protection And Control Staff)

Environmental protection and control staff is a person who has the knowledge and ability to take the necessary measures for the prevention of noise, prevention of the pollution of air, water, soil and to collect the wastes, to prepare environmental impact assessment report.



Picture 2. 4: Environment

#### Duties

- doing personal care and cleaning
- taking occupational health and safety measures
- complying with team work
- researching ecology
- complying with the rules of hygiene and sanitation
- checking the measures taken against air pollution
- measuring air pollution
- checking the water resources
- controlling water quality
- controlling noise pollution

- making noise measurements
- controlling soil pollution
- controlling radiation pollution
- carrying out radiation measurement
- making the control of recycled and gained waste
- parsing waste
- taking measures for the protection of the natural life
- collecting data of pollution control
- warning individuals against the effects of pollution
- reporting detected disadvantages to the authorities
- carrying out the formal process required by legislation on environmental protection
- preparing EIA (Environmental Impact Assessment) report
- examining the basic law rules
- using a computer
- following publications related to professional development
- monitoring technological developments and publications related to the job

## 2.4. Specifications of Professional Staff



**Picture 2. 5: Staff**

For people who choose careers in the field of Family and Consumer Sciences, having the qualifications that their profession demands will be important to success in working.

### **2.4.1. Staff Who Wants to Work in Family and Consumer Services Industry must:**

- be interested in the issues related to home and family
- be accurate, clear, careful
- be responsible
- be able to act quickly
- be capable of planning and executing

- pay attention to safety in the workplace
- be a researcher and creative
- be good at communicating with people
- be friendly and warm

**2.4.1.1. A person who wishes to be Household manager / house manager must:**



**Picture 2. 6: Household manager**

- be interested in issues related to home and family,
- be clean, meticulous, responsible,
- assess the time and energy
- solve problems by himself/herself
- be capable of planning and execution a duty
- be reliable
- pay attention to occupational safety
- be healthy

**2.4.1.2. A Person Who Wishes to be Consumer Services Staff must:**



**Picture 2. 7: Consumer Services**

- communicate effectively with people
- have patience
- have a high persuasive power
- be friendly and warm
- be clean and meticulous
- be careful, hardworking, responsible
- be able to solve his/her own problems
- be dynamic
- follow the technological developments
- be well-groomed individuals with balance of height and weight

**2.4.1.3. A person who wishes to be Social assistant must:**



**Picture 2. 8: Social assistant**

- communicate effectively with people
- have knowledge on human psychology
- be friendly,
- be loving,
- be tolerant,
- be patient,
- be physically and mentally healthy

**2.4.1.4. A Person who wishes to be Environmental Protection and Control Staff must:**



**Picture 2. 9: Environmental Protection Staff**

### **Duties:**

- accept the environment as a whole,
- be sensitive to the environment
- know the factors affecting the environment
- have the ability to communicate
- be clean, thorough, coordinated
- care about job security
- have no problem
- be responsible, curious,
- be eager to explore
- 

## **2.5. Working Environment and Conditions**

You can learn about the working environment and conditions for each branches below:

### **2.5.1 Household and Family Services**



**Picture 2.10: Family Services**

- employed in institutions and home environment
- have indoor work environment (Varies according to the conditions of the house.)
- wear special clothing required by their profession at work
- communicate with employer, if there is cleaning staff, cooks, gardeners, security guards, drivers and other staff.
- have no working hours restriction
- their working conditions vary according to individual circumstances of the working environment.
- they can face accidents, such as natural gas poisoning, slips, falls, cuts, electrical shocks if they are not careful during the job

### **They can work in**

- holiday parks, hotels, motels, guest houses, and such organizations that provide accommodation facilities
- houses of senior government managers
- residences of foreign officials
- large farms and sites
- family life centers
- public and private student dormitories
- rehabilitation centers
- food, transport and cleaning companies
- children and elderly care centers and so on

### **2.5.2 Social Services**

- work in institutions and organizations providing collective care services for children and elderly (maybe at home)
- have indoor working environment
- may also work outdoors if required
- there is no need to wear a special workwear
- communicates with other employees such as, psychologists, headmasters
- there is no restriction of working hours
- their working conditions vary according to individual circumstances of the working environment.
- if you are not careful while working, you can encounter social problems as well as you can have potential accidents about the individuals you are responsible for.



**Picture:2.11:Social service**

### **Social assistants can work in**

- rescue houses for children and elderly
- departments of hospitals that provide care for children and the elderly
- boarding schools and institutions providing education
- institutions providing services for health tourism

- national and international aid agencies' care centers
- rehabilitation centers
- in a domestic environment
- private companies

### 2.5.3 Consumer Services



**Picture 2.12: Consumer Services**

- Take part in enterprises preoccupied in trade.
- The work environment is usually indoor
- But if the job requires, they can work in outdoor environments.
- They wear company uniforms.
- They mostly communicate with cashier, section officers, managers and company representatives, about the affairs of company customers

#### **Consumer services staff can work in**

- public and private organizations providing services to consumers
- public and marketing companies,
- wholesale and retail service companies
- large shopping centers and malls
- organizing companies
- supermarkets,
- all works in commercial enterprises

### 2.5.4 Environmental Protection and Control Services



**Picture 2. 13: Protection**

- 
- take part in environmental control departments of the municipality
  - have outdoor working environment
  - they wear uniforms at work
  - communicate with cleaning staff, municipal staff and so on

**Environmental Services Asisstants can work in:**

- municipalities
- recycling facilities
- solid waste facilities
- factories
- hospitals,
- recycling facilities,
- licensed cleaning companies,
- holiday park, hotel, motel, guesthouse, social facilities and so on.
- in large organizations,
- the apartments and work sites

## EVALUATION CRITERIA

THE STUDENT'S		THE EXAMINATION'S	
Name-Surname:		Starting Time :	
Class :		Finishing Time :	
Number :		Used Time :	
CRITERIA		YES	NO
LEARNING PROCESS			
Can you remember the purpose of Family and Consumer Services?			
Can you remember what a social assistant does?			
Can you remember the duties of enviromental services staff?			
Can you remember where a social assistant works?			
Can you remember the qualifications for being a household manager?			
Can you remember the working areas of consumer services assistant?			

## TESTING & EVALUATION

**Circle the correct answers in the following questions.**

1. Which one is NOT the purpose of Family and Consumer Services?  
A) Taking precaution to prevent air, water and soil pollution  
B) The waste separation  
C) Controlling the recycling and regenerative waste  
D) Finding cures of epidemic illnesses
2. Which of these is the social assistant's duty?  
A) Organizing nutrition of children  
B) Researching public opinion and markets  
C) Doing food and beverage shopping  
D) Researching ecology
3. Which one is the duty of environmental services staff?  
A) Doing door and window cleaning  
B) Checking the water resources  
C) Following the effect of advertisements to the target audience  
D) Carrying out the hospital procedures of the children and young people
4. Which one is NOT required for being a household manager?  
A) Be interested in issues related to home and family  
B) Be clean, meticulous, responsible,  
C) Use all office programs  
D) Be capable of planning and execution a duty
5. Which one is NOT a working area of consumer services assistant?  
A) Supermarkets  
B) Organizing companies  
C) Large shopping centers and malls  
D) Rehabilitation center

**Read the passage and answer the questions.**

### **Home Manager**

Because the role of home manager touches basically every aspect of your life and those of your family, it can have a great impact, either positive or negative, on everyone in your family.

Now, don't get me wrong, you are not ultimately responsible for everyone in your family's happiness, or lack thereof, because there is something called free will and personal responsibility. But, there is some truth in the phrase, "if momma ain't happy, nobody's happy."

Therefore, developing and improving your skills as a home manager can bring positive results -- enjoying your home and family more, and the opportunity for everyone else in your family to do the same.

So, what does a home manager do? Actually, it is easier to start by saying what she doesn't do -- she is not a maid, nor does she do everything all by herself. That is the challenge -- involving everyone in the family in the day-to-day activities of life, by handling, controlling, and directing.

She "controls" by having a master plan of what needs to be done, and how to do it. This involves the usual daily to do lists, but also the bigger picture tasks like family goals, and the more routine details such as weekly cleaning schedules. This also involves creating and maintaining a household management note book to keep the big picture and details organized and available for any family member that needs to see them.

6. Why does the home manager have a great impact?
7. What can bring positive results?
8. How does she control?
9. What does a master plan involve?

## **DEĞERLENDİRME**

Cevaplarınızı cevap anahtarı ile karşılaştırınız. Doğru cevaplarınızı belirleyerek kendinizi değerlendirebilirsiniz.

Verdiğiniz cevaplar arasında yanlışlar varsa; eksikliklerinizi modüldeki konuyu tekrar gözden geçirebilir, başka kaynaklardan araştırabilir, sınıf ortamında arkadaşlarınız veya öğretmeninizle ilgili konuyu tartışabilirsiniz.

Eğer tüm sorulara doğru cevaplar vererek, kendinizi bu faaliyet alanındaki konularda yeterli görüyorsanız modül değerlendirme aşamasına geçebilirsiniz.

# ANSWER KEYS

## LEARNING ACTIVITY-1 ANSWER KEY

1	D
2	C
3	A
4	B
5	C

### Match the sentences:

6	F
7	C
8	B
9	A
10	D
11	E

### Fill in the gaps activity:

12	"Full"
13	"Hello"
14	" be self confident, polite" and " have a smiling face"
15	" older" or "higher ranking person"
16	" starters, which are correct and to the point"

## LEARNING ACTIVITY- 2 ANSWER KEY

1	D
2	A
3	B
4	C
5	D

### Read the passage and answer the questions;

6. Because the role of home manager touches basically every aspect of your life and those of your family, it can have a great impact.
7. Developing and improving your skills as a home manager can bring positive results.
8. She "controls" by having a master plan of what needs to be done, and how to do it.
9. The usual daily to do lists, but also the bigger picture tasks like family goals, and the more routine details such as weekly cleaning schedules.

# MODÜL DEĞERLENDİRME

Modül faaliyetleri ve araştırma çalışmaları sonucunda kazandığınız bilgi ve becerilerin ölçülebilmesi için öğretmeniniz size ölçme araçları uygulayacaktır.

Ölçme sonuçlarına göre sizin modül ile ilgili durumunuz öğretmeniniz tarafından değerlendirilecektir. Kazanmış olduğunuz bilgi ve becerileri çalışacağınız işletmelerde uygulayabilecek, kendinizi ve mesleğinizi hedef dilde etkili bir şekilde tanıtabileceksiniz. .

# INDEX

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