

Functional Skills Based on the Central European Framework

A1

Social responses such as greetings and congratulations
Introducing oneself
Asking how someone is, and responding
Greeting and greetings
Responding to simple requests, e.g. top up the paper in the photocopier
Requesting assistance to use a computer
Ordering in a café or restaurant
Offering someone coffee
Making simple requests to a receptionist or secretary
Asking questions in a shop: where the butter is
Making simple appointments
Providing concise personal details
Indicating that one is hungry or thirsty
Understanding and repeating brief directions to a place
Talking about hobbies

A2

'Small talk': conversations about the weekend, home and family
Talking about the weather
Talking about hobbies, activities and television
Expressing emotions: agreement, joy and disapproval
Welcoming clients
Conducting a simple conversation about current affairs
Going over plans for the weekend
Expressing opinions in a chat with a colleague: giving compliments
Expressing an opinion during a meeting if directly asked, and requesting repetition
Presenting a simple proposal, e.g. taking a break
Requesting and offering help
Asking for an explanation, e.g. about pay slip
Obtaining information about prices
Following a discussion when speech is slow and clear: requesting clarification, maintaining communication
Making arrangements when planning a project
Buying a train ticket
Obtaining information about the arrival and departure times of trains and buses
Giving customers directions in a building
Answering questions about one's everyday work
Calling the emergency service, e.g. if the lift breaks down
Providing information about one's family
Standard telephone phrases: passing on a message, putting someone through, leaving a message on an answering machine
Placing orders or reserving products

B1

Welcoming clients
Spontaneously talking about familiar matters
Showing an interest
Expressing joy and surprise
Describing one's work: position and duties
Discussions with colleagues: expressing needs and dissatisfaction
Routine discussions: explaining projects, problem-solving
Commenting on colleagues' actions
Following the main points in a conversation with a colleague
Discussing work during a meeting
Understanding and participating in meetings: discussions, differences of opinion, clarifications
Expressing a view in relation to a familiar subject during a meeting
Naming the uses of computer programs
Describing products and/or equipment
Finding information: search engines, media, about products and prices
Performing calculations
Submitting complaints to the stockroom or warehouse
Consulting with customers about the delivery of a product that has been ordered
Writing brief memos containing requests and/or messages
Advising customers: presenting practical solutions during discussions with customers
Assuring customers: consulting with customers about repairs that are to be made
Conducting a simple job interview
Conducting a simple performance assessment interview
Speaking about one's health with the company doctor
By telephone: taking messages, making appointments/arrangements, dealing with complaints
By telephone: placing and taking orders, expressing additional requirements
Calling a telephone help desk
Asking a bank's customer service department to explain an incorrect transfer
Submitting a complaint to a housing corporation
Cultural differences

B2

Small talk (business-related)

Clearly expressing an opinion and commenting on other people's views

Presenting arguments in favour of selected strategy

Canvassing points of view: discussing new policy (managerial or otherwise) with a colleague

Motivating colleagues and making them enthusiastic

Presenting arguments for the introduction of a new timekeeping system in the office

Following detailed instructions given by one's superior very precisely

Discussing the completion of a project with the project manager

Taking the initiative, developing ideas

Presenting internal complaints and clearly defining the problem

Giving presentations, e.g. on an investigation in one's own department, customer surveys

Networks

Producing reports: on a conference, a business meeting, financial analyses

Presenting one's opinion about a hypothesis at a conference

Actively participating in meetings: of the Works Council, the industrial insurance board

Clearly expressing opinions during meetings: with the municipality, the industrial insurance board

Conducting negotiations: about new purchases

Conducting negotiations: about terms and conditions of delivery

Presenting solutions for problems: explaining to customers that delivery has been delayed and why

Clearly stating problems: explaining to a customer that he is liable for any harm

Encouraging one's interlocutor to say what is troubling them

Presenting a complaint to a company about its failure to comply with an agreement

Complaining, e.g. about a traffic fine

Dealing with insurance claims

Explaining a procedure for a new project to one's colleagues

Describing people and routes in detail

Discussing the managing director's new car or other such matters during a business excursion

Speaking about raising children or similar matters with colleagues in the canteen

Conducting a serious discussion about a personal matter

Expressing the fact that one is homesick and misses one's family

Presenting arguments at a parents' meeting at school, at a meeting of the sports club

C1

Attending and actively participating in conferences about new developments in one's discipline
Conducting stormy discussions about complex, unfamiliar matters
Actively participating in a working party
Clearly formulating a formal opinion during a meeting
Actively participating in a discussion during a municipal council feedback evening or meeting
Reporting on the failure of a project
Describing one's strengths and weaknesses in relation to one's own performance during a performance assessment interview
Drawing up contracts (employment and otherwise)
Conducting negotiations about terms of employment
Conducting job and performance assessment interviews
Mediating in disputes, e.g. within a team
Presenting an explanation for dismissal or resignation
Giving presentations
Employing the most effective and appropriate language in various situations
Presenting objections tactfully
Tactfully and formally providing evidence in support of an argument
Presenting project proposals to potential customers
Conducting negotiations with potential suppliers
Conducting negotiations with principals
Dealing with extensive quotations (in detail)
Conducting discussions with e.g. pension funds, the Tax Office, insurance companies
Conducting correspondence with clients and business contacts: producing progress reports and presenting detailed reports
Applying for licences and permits
Reporting business results
Describing forecasts with the aid of tables and diagrams
Describing similarities and differences in detail
Discussing the company's financial situation, e.g. during annual meetings
Acting as a spokesperson for the company during crises such as strikes, takeovers and accidents
Formulating tactfully: e.g. a company policy, the execution of projects
Speaking to the press or shareholders in the case of a merger, a takeover, bankruptcy, the recall or promotion of products
Conducting discussions with advertising agencies and copy writers
Explaining sickness to a doctor or specialist in detail
Interviewing a politician
Reporting fraud, robbery, theft or burglary in the company
Serving as a witness in a court of law
Telling a joke or an amusing story
Saying goodbye and expressing emotions when a colleague leaves
Conducting discussions about abstract matters such as love, sadness, etc.