



VY_32_INOVACE_AJPS2_1560CZE

Výukový materiál v rámci projektu OPVK 1.5 Peníze středním školám

Číslo projektu: CZ.1.07/1.5.00/34.0883
Název projektu: Rozvoj vzdělanosti
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Tematická oblast: Komunikační strategie
Obor vzdělání: Podnikání 64-41-L/51 (2. ročník)

Název výukového materiálu: Services – učební materiál s úkoly

Popis využití: Výukový materiál s úkoly pro žáky s využitím dataprojektoru, notebooku
Čas: 15 minut



SERVICES



What do you think is the difference between public and private services?

- public services - provided by the government on a non-profit basis (social services, education, healthcare, environment...)
- private services - more expensive (?), more efficient (?), better quality (?)

How do you benefit from public services?

- public transport, water and energy supply, rubbish removal, broadcasting, communication services, medical services...
- Other services that we need but which we don't often use are police and fire services.

What private services do you use?

- go shopping
- use the Internet
- go to a language school
- use the services in restaurants
- use the customer services at shops and banks
- the hairdresser's
- nail salon
- go to a fitness centre/gym
- to have dental check-ups twice a year at a private dentist
- etc.



Why do you use the bank?

I don't go to the bank much. I usually go to a cash machine.

Most often I do my banking online, via the Internet/PC.

I can transfer money/pay bills/check my account.

When I go to the bank it would be to open an account/deposit money/close an account.

When I'm older I might go to the bank to get a loan/mortgage... or apply for a credit card.



Services in a post office

- buy stamps, collect packages, pay bills, collect the pension, post a letter/postcard, send money...

Forms of communication

- send text messages, use ICQ, write messages on my friends' Facebook wall... = the fastest forms
- send emails, write comments on the blogs
- call
- write postcards/letters (only for a formal occasion)

Types of public transport

- by train/by bus/by tram
- I buy my tickets at the train station/tram stop/from the ticket machine/from the driver
- I have a monthly/ a quarterly/annual travel pass

Summary - small talks. Answer the questions.

- The importance of services in people's lives.
- What kind of services do you usually use?
- What do you think about the quality of services?
- How good are the services in your town?
- Which services need improvement?
- Where do you have to go when you need:
 - a haircut?
 - to have your coat cleaned?
 - your clothes ironed?
 - your car repaired?
 - a photo for your passport?
 - to put on make-up?
 - to buy some medicine or herbal tea?
- What services do the post office and bank offer?

**Veškerý obrazový materiál použit z galerie SMART NOTEBOOK
- dne 8. 11. 2012**