1. **Flower arrangements**



Bread feeds the body, indeed, but flowers feed also the soul.

1. **Watch the film**

**How to make flower arrangements**

**Answer next questions .**(Dutch)

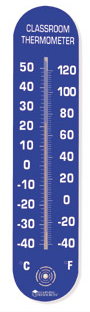
1. What is said about the water in the vase?
2. What rule is she referring to concerning the size of the flowers?
3. And what rules for the colours?
4. How does she determine the length of the flowers?
5. In what way is she cutting the stem?
6. How much is she cutting off the second flower, and was that enough?
7. **Flower Care**

Conversion

Celsius = (Fahrenheit-32)x5/9 or

Celsius = (Fahrenheit-32):1.8

**\*\* Care & Handling of dry packed roses. \*\***

***Plan ahead:***

Location: do not process flowers close to air vents, next to fruit (ethylene) or in freezing temperatures.

Clean the cooler (keep temperature of the cooler around 34-36 degrees Fahrenheit and relative humidity around 90%)

Clean and disinfect containers (use bleach and a scrub brush)

Fill containers with clean water and preservative

Use proper water temperature (if water is too warm (above 110 Fahrenheit) during conditioning, roses may open prematurely)

Clean and sharpen tools (do not use scissors, they tend to mash the stems)

***Upon arrival:***

Cut - don't pull! - sleeves and bands from flowers. Pulling may damage them.

Do not unpack more flowers than you can process within 30 minutes. Flowers should not be left on tables or in boxes at room temperature.

Place unopened boxes in a floral cooler. Prevent bottom of box from getting wet by placing boxes on pallet.

***Processing:***

After receiving the roses, remove some of the leaves on the lower part of the stem, but make sure that you do not remove any of the plastic or paper around the rosebuds! Remove foliage and thorns that will be below the water line. It is not recommended to remove more than 1/3 of the foliage, however. Leaves are needed to help "pump" water up the stem. Use extreme caution while dethorning the roses: leaf and stem wounds allow air bubbles to enter the stem which impede water uptake.

Cut the stems at an angle at least ½ - 1 inch. Cut the stems under water, in order to prevent air bubbles from sealing off the stem (it only takes a second for a rose stem to dry out!). Re-cut stems under water every two or three days. This will prevent wilting or bent necks.

Let the roses hydrate ("drink") outside the cooler (condition at room temperature to increase water intake) for 1½ hour and for at least another six hours (some people recommend up to 12 hours!) inside the cooler.

Now the roses are ready for further processing and arranging for sales.

**Additional tips and comments:**

Continue to change water regularly (every two or three days)

Inform your customers of "at-home" care procedures

keep flowers away from a spot that is too hot (bright sunlight), cold or drafty.

re-cut stems under water and every two or three days

include preservative package with every purchase

after leaving your shop: ask the customer to limit the time the flowers are kept in the car

we do not recommend that you wire the roses because it will not improve the performance

In order to increase water intake, it is preferred to avoid floral foam. If you are designing roses in floral foam, soak foam thoroughly in a preservative solution. Never adjust the height of flowers in foam.

If foliage seems dry, mist the foliage lightly, but do not mist the blooms. Water droplets are breeding grounds for fungus, also known as Botrytis.

While processing the roses, you may come across some roses with spots on the outside two guard petals. Do not panic: these petals have purposely not been removed at the farm in order to protect the rose from any shipping damage. Also, in case you come across any black edging, do not panic: this is Mother Nature (caused by cold days at the farm during the growing process) and it is not an indication of poor quality.

Processing the flowers any different from described above (for instance: using and selling the roses immediately upon receiving) may result in quality problems. This would be beyond our responsibility and risk.

Tip: increase consumer interest in coloured varieties with a special promotion on a multi-colour arrangement.

**Answer next questions.**(Dutch)

1. At what temperature must we keep the cooler?
2. How much flowers can you unpack at the same time?
3. Why must you use extreme caution while dethorning roses?
4. How do cut the stems to prevent air bubbles from sealing off the stems?
5. How often do you have to change water?
6. Mention three conditions which are bad for the flowers.
7. How often do you have to cut the stems?
8. When misting the flowers you must avoid misting the blooms, why?
9. What can you do with black edging guard petals?
10. You must not sell the roses immediately after receiving, why?
11. **Dialogue**

Write down at least 20 questions to ask somebody. Write down the given answers. The subject must be work, internship or hobby, so flowers. You may ask whatever you want concerning practice.

Avoid closed questions (yes or no). Use: why, when, who, where….

|  |  |
| --- | --- |
| 1. **ENGLISH QUESTIONS** |  |
| |  |  | | --- | --- | | What is your name, please? | My name is …… | | What do you do (for a living)? | I am a florist assistant. | | What does he/she look like? | She looks ...just like her sister/ tired/ smartly dressed. | | Where do you come from? | I'm/I come from Amsterdam. | | Where is Joanna? | Joanna is .. In the canteen/in the workshop/in the casualty ward. | | Where is the manager? | He is not in his office, I'm afraid. He's out to lunch, I'm afraid. | | I'm hungry/thirsty. | What about going to an Indian restaurant? | | Do you feel well? | I feel quite well. I don't feel too well. | | Have you got a headache? | Yes, could I have an aspirin, please. | | Whose pen/pencil is this? | That's mine. That's Harry's. | | Whose pliers are these? | These are Mary's pliers. | | Can you type/use the word processor? | Yes, I'm capable of doing so. | | Are you able to work at night? | Yes, I think so. No I'm sorry. | | What would you like (to do)? | I like working at the workbench. | | What about you, John? | No, I prefer working in the garden. | | How much is it/are they? | I don't know the exact price, but I'll ask it instantly. | | What is the price of that machine? | That machine is not for sale. | | Can you tell me the way to the bank? | Walk up/down this road. Take the second turning on the/your left/right. | | Where's the nearest post office? | Cross the street/bridge. Turn left at the traffic lights. | | Where the swimming pool? | Go straight on at the crossing and then take the first exit of the roundabout. | | Where can I find the central park? | Its across the river opposite the Zoo. | | How long does it take? | It's only a short drive from here. | | How can I get there? | It's a good fifteen minutes by Under-ground/bus from here. | | Where do you go? | I'm going up/down north/south. | | Where are you going to? | I'm going downtown/down to the country. | | What's the weather like? | Well, it's a rainy/foggy/sunny/cloudy morning here. | | It's a cold/hot/fine day, isn't it? | Yes, it is. No it isn't. | | Could you tell me what time it is, please? | It's almost a quarter past ten. It's nine o’clock. | | What day is it today? | Today is the twenty first of November 2012. | | What does PLC stand for? | It stands for Public Limited Company. | | How would/do you explain this? | Well, I really don’t know. | | Can/Could you explain this? | No, but that man over there can. | | Could I use your telephone/pen? | That's all right. | | Can I have the afternoon off? | Sure, Mary will finish your job. | | Do you mind if I ask you to do it now? | No, of course not. | | Can you hand me the secateurs? | Sure. /O.K. | | Could you give me a hand? | Certainly. | | May I sit here? | Be my guest. | | Shall I put the baskets here? | That's not a bad idea at all. | | Can you call your boss by his first name? | No, it is not done. | | Can I put my bag here? | I have nothing against it. I don't mind. | | We really have to remove that display over there. | I go along with you there. I disapprove (entirely). | | You can't smoke here. | Oh, I was not aware. | | I think you were rude to this customer. | I disagree with what you say. | | I don't like her at all. | Are you really saying that you don't like her? | | You must go to the boss immediately. | This can't be serious. You're kidding. | | Doesn't he work here any longer? | Yes, but I know that/ I'm sure/certain that my job is safe. | | We need the flowers Friday. | I've no doubt they will arrive in time. | | Can you do this today? | Impossible. It's not possible. It's out of the question. | | Will that be ready tomorrow? | It's possible. It can be done. I do think so. | | Can you help me Monday? | I will think about it. I will let you know tomorrow. | | What do you think of her? | In my opinion she is the best assistant. | | What's wrong with you, you don't look well. | I feel bad/rotten. I'm not feeling fine/quite all right. | | I'm glad you like this place. You look great! | I'm comfortable. I'm feeling fine. | | Do you like chocolate? | No, I can't stand it/I hate it. | | What do you think about it? | I'm fed up with it! It's such a bore! | | Is it that bad? | Never mind/Don't worry/Just forget about it. | | Thanks/Thank you/Thank ever so much! | You're welcome/Don't mention it. | | We are going to work two hours more. | No way/Forget it. | | I need the foliage now. | I'm afraid we run out. | | Could you order some new foliage? | I hope it 'll arrive tomorrow. | | I'm surprised that there is nothing left. | It is to be hoped that there will be no further problems. | | Can't you wait any longer? | No, it's long overdue. | | |

****

**Telephone practice**

|  |  |
| --- | --- |
| **Answering the phone** | Hello? (informal) |
| Thank you for calling Boyz Autobody. Jody speaking. How can I help you? |
| Doctor's office. |
|  |
| **Introducing yourself** | Hey George. It's Lisa calling. (informal) |
| Hello, this is Julie Madison calling. |
| Hi, it's Gerry from the dentist's office here. |
| This is she.\* |
| Speaking.\* |
|  |
| \*The person answering says this if the caller does not recognize their voice. |
|  |
| **Asking to speak with someone** | Is Fred in? (informal) |
| Is Jackson there, please? (informal) |
| Can I talk to your sister? (informal) |
| May I speak with Mr. Green, please? |
| Would the doctor be in/available? |
|  |
| **Connecting someone** | Just a sec. I'll get him. (informal) |
| Hang on one second. (informal) |
| Please hold and I'll put you through to his office. |
| One moment please. |
| All of our operators are busy at this time. Please hold for the next available person. |
|  |
| **Making special requests** | Could you please repeat that? |
| Would you mind spelling that for me? |
| Could you speak up a little please? |
| Can you speak a little slower please. My English isn't very strong. |
| Can you call me back? I think we have a bad connection. |
| Can you please hold for a minute? I have another call. |
|  |
| **Taking a message for someone** | Sammy's not in. Who's this? (informal) |
| I'm sorry, Lisa's not here at the moment. Can I ask who's calling? |
| I'm afraid he's stepped out. Would you like to leave a message? |
| He's on lunch right now.Who's calling please? |
| He's busy right now. Can you call again later? |
| I'll let him know you called. |
| I'll make sure she gets the message. |
|  |

|  |  |
| --- | --- |
| **Leaving a message with someone** | Yes, can you tell him his wife called, please. |
| No, that's okay, I'll call back later. |
| Yes, it's James from CompInc. here. When do you expect her back in the office? |
| Thanks, could you ask him to call Brian when he gets in? |
| Do you have a pen handy. I don't think he has my number. |
| Thanks. My number is 222-3456, extension 12. |
|  |
| **Confirming information** | Okay, I've got it all down. |
| Let me repeat that just to make sure. |
| Did you say 555 Charles St.? |
| You said your name was John, right? |
| I'll make sure he gets the message. |
|  |
| **Listening to an answering machine** | Hello. You've reached 222-6789. Please leave a detailed message after the beep. Thank you. |
| Hi, this is Elizabeth. I'm sorry I'm not available to take your call at this time. Leave me a message and I'll get back to you as soon as I can. |
| Thank you for calling Dr. Mindin's office. Our hours are 9am-5pm, Monday-Friday. Please call back during these hours, or leave a message after the tone. If this is an emergency please call the hospital at 333-7896. |
|  |
| **Leaving a message on an answering machine** | Hey Mikako. It's Yuka. Call me! (informal) |
| Hello, this is Ricardo calling for Luke. Could you please return my call as soon as possible. My number is 334-5689. Thank you. |
| Hello Maxwell. This is Marina from the doctor's office calling. I just wanted to let you know that you're due for a check-up this month. Please give us a ring/buzz whenever it's convenient. |
|  |
| **Finishing a conversation** | Well, I guess I better get going. Talk to you soon. |
| Thanks for calling. Bye for now. |
| I have to let you go now. |
| I have another call coming through. I better run. |
| I'm afraid that's my other line. |
| I'll talk to you again soon. Bye. |
|  |

**Practice 1: Making an Appointment**

Receptionist: Thank you for phoning Maple Dental Clinic. Sylvia speaks/speaking/calls. How can I help you?

Thelma: Hi Sylvia. This be/I am/It’s Thelma Woods calling. How are you today? Receptionist: I'm fine Mrs. Woods. How are you?

Thelma: Well, actually, I have a bit of a sore tooth. I was hoping Dr. Morris would have some time to see me this week.

Receptionist: I'm afraid/scared/worried he's booked this week. I can put you in for 2pm next Tuesday. How does that sound?

Thelma: That would be great.

Receptionist: I'll have to give you the address of our new office.

Thelma: Oh, that's right, you moved.

Receptionist: Yes, we moved downtown. Do you have a pen handy/the handy pen/the available pen ?

Thelma: Could you hold on a buzz/moment/time please. ...Okay, go ahead Sylvia. Receptionist: Okay, we are at 723 Baltic Avenue. Suite 004.

Thelma: If you could/Please can you/Would you mind spelling that for me?

Receptionist: Sure. That's seven-twenty-three Baltic--B for Bear/as if Bravo/as in Bravo A as in Alpha, L as in Lima, T as in tango, I as in India, and C as in Charlie. And it's suite zero zero four.

Thelma: Okay great. I'll see you on Tuesday then.

Receptionist: Okay. Great for/Pleased to/Thanks for calling. See you then.

Thelma: Thanks. Bye.

**Practice 2: Taking a Message**

Leslie: Hello?/Hi?/Yes?

Cameron: Hi, ……….. is this Leslie?

Leslie: Yes. Who are you?/And you?/Who’s this?

Cameron: It's Cameron here. Is Maria ?

Leslie: No, she just came/stepped/gone out for a moment. Can I take a message?

Cameron: Yes, thanks. ask her to meet me at the Capitol 4 movie theatre at 7 pm tonight?

Leslie: Sure. Just let me write that down. Oh Cameron. Could you hold off/holding/hold for a second? I have to take another call.

Cameron: No problem.

Leslie: Hi. Sorry about that. Now could you please say again/repeat/review that information? I didn't have a pen handy.

Cameron: Sure. It's the Capitol 4 theatre at 7 o'clock.

Leslie: Okay, I've got it. Is there anything else?

Cameron: No, that's great.

Leslie: Okay. Uh-oh, there's my other line again. I'd better call/run/hang on.

Cameron: Okay, thanks again. Bye for now.

Leslie: Bye Bye/Bye too/See you again.

|  |  |  |  |
| --- | --- | --- | --- |
| http://demo.eicracms.com/images/frontImages/gallery/product_image/Cosmos-3.jpg | http://www.zaaisite.nl/lijsten/afbeeldingen/iris%20laevigata%20paars%20(2).jpg | http://i.telegraph.co.uk/multimedia/archive/01662/lathyrus-sweet-pea_1662631f.jpg | http://flowerinfo.org/wp-content/gallery/anemone-flower/anemone-flower-6.jpg |
| A | B | C | D |
| http://www.jparkers.co.uk/csp/parkers/products/large/1004522.jpg | http://1.bp.blogspot.com/-L6mKd8SlRQA/TeB6bnsk2uI/AAAAAAAAAVk/sXIOZNXg1Fk/s1600/Lilac-flowers1.jpg | http://25.media.tumblr.com/tumblr_m3zq3bJ7Fw1rrutr7o1_500.jpg | http://www.photo-flowers.co.uk/500pix%20portrait/marygold-copy.jpg |
| E | F | G | H |
| http://4.bp.blogspot.com/-iZlIVdNA2UU/Tdb5PU0n3YI/AAAAAAAACk8/H0hkOK4ui-M/s1600/poppies_1.jpg |  | http://www.teleflora.com/images/vendors/00005557/giftguides/meaning/freesia.jpg | http://t0.gstatic.com/images?q=tbn:ANd9GcTqZ4Ygg005zBHAZhk89LiCOZDplSzaPkoW0mVCI_Gc63E6EjsjA-8ETvxD |
| II | J | K | L |
| http://www.thepowerofintroverts.com/wp-content/uploads/2011/04/Orchid.jpg |  | http://1.bp.blogspot.com/_U56yhynHDXY/TQVxpgUpbPI/AAAAAAAACS0/c93MECknaBQ/s1600/pink-carnations-bouquets.jpg | http://www.su.nottingham.ac.uk/asset/Event/9845/sunflower.jpg |
| M | N | O | P |
| http://static.ddmcdn.com/gif/define-alstroemeria-lily-of-peru-1.jpg | http://preview.turbosquid.com/Preview/2010/12/02__22_36_00/Gerbera_vase_1_det_1.jpg118bd919-f448-4b00-8d05-d3494d4d3439Larger.jpg | http://bellepapier.blogs.splitcoaststampers.com/files/2009/08/jks-stargazer-lily.jpg | https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcQXlt-ZJ28PxoU2SQytvNUp_JBh09uxxGJgxVGxrk-2yNRtY_O8 |
| Q | R | S | T |

|  |  |  |  |
| --- | --- | --- | --- |
| **Put the right letter in the right place** | | | |
|  | Anemone |  | Roos |
|  | Carnation |  | Stargazer lelie |
|  | Chrysanthemum |  | Gerbera |
|  | Cosmos |  | Alstroemeria |
|  | Daffodil |  | Zonnebloem |
|  | Freesia |  | Anjer |
|  | Gerbera |  | Chrysant |
|  | Iris |  | Orchidee |
|  | Lilac |  | Tulp |
|  | Lily of Peru |  | Freesia |
|  | Marygold |  | Wilde orchidee |
|  | Orchid |  | Klaprozen |
|  | Passion flower |  | Goudsbloem |
|  | Poppies |  | Passie bloem |
|  | Rose |  | Sering |
|  | Stargazer lily |  | Anemoon |
|  | Sunflower |  | Lathyrus |
|  | Sweet pea |  | Iris |
|  | Tulip |  | Cosmos |
|  | Wild orchid |  | Narcis |

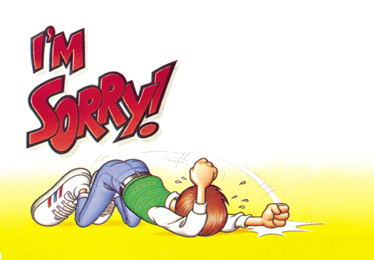
1. **Message**

You worked all day long. All at once you remember an appointment. At five you have to visit your dentist. You write down a note for your colleague who must work after five o’clock. You took care of all flowers and plants, but you did not yet remove the waste and garbage.

Miss Rose Walker called about the wedding arrangement. She wanted us to deliver it tonight. Please call her in order to manage things properly.



Floral greeting cards



|  |  |  |  |
| --- | --- | --- | --- |
| Name the occasion | | | |
| 1 |  | 13 |  |
| 2 |  | 14 |  |
| 3 |  | 15 |  |
| 4 |  | 16 |  |
| 5 |  | 17 |  |
| 6 |  | 18 |  |
| 7 |  | 19 |  |
| 8 |  | 20 |  |
| 9 |  | 21 |  |
| 10 |  | 22 |  |
| 11 |  | 23 |  |
| 12 |  | 24 |  |