

Do you know the way?

Aim To improve use of language to meet the needs of communicating directions verbally and in writing.

Preparation VIEW Retail must be pre-installed on a stand alone PC or network (where licensed). The activity could be undertaken by an individual or group of students.

Students will need some support in beginning their exploration of VIEW Retail. This can be achieved through a quick demonstration of by using the 'student guide' first. The students may also benefit from having access to maps on a printed sheet, to help them navigate around.

Links to WRL English

Outcomes Improved skills with VIEW
Familiarisation with topic content in VIEW
Improved communication key skills

Pre activity Discuss the ways in which people provide directions.
Encourage the students to try out directions to places within the school and local to the school.

Some familiarisation with VIEW is necessary as the students need to look around the store.

Activity Students role play the security guard at the entrance to House of Fraser
They must 'direct' customers to different points around the store.

Post activity Students test answers on each other.

Look for shortest and most efficient way to provide directions. Which words/methods work best?

Discuss what can go wrong and ways to ensure a complicated journey is explained.

Extension activities Students set the 'to' and 'from' points and undertake similar activity.

Do you know the way?

You will need...

You will need pen and paper to record your ideas and present your solution

The maps of each floor of the House of Fraser may help you record what you find and make it easier to locate it later.

You are the security guard located at the entrance to the House of Fraser store. Customers often come up to you and ask for directions to points around the store.

For each of these enquiries provide a simple response to help the customer locate the place that they wish to find.

1. An elderly, smartly dressed man asks; "Can you direct me to the lifts to the first floor please?"
2. A mother with two children asks; "Can you tell me what floor children's clothes are on and how I get there?"
3. A man and woman stop and ask for directions to "Men's shoes".
4. A young woman asks; "Where can I find women's swimwear"?
5. A middle aged well dressed woman asks for the; "Women's hairdressing salon"?
6. A couple with a child in a buggy ask where they might find holiday luggage?
7. A young man asks; "Where are the men's suites ?
8. Two teenagers ask; "Where can we find Therapy?"
9. An angry woman says; "Where can I find customer service in this store?"
10. Two elderly women ask; "Can you please tell us where we might find women's eveningwear thank you?"

The store guide is close to the security guard on the ground floor near the entrance and it might help you work out where things are. Your maps may help as well.