

1. VISIT the *Money Stuff* website (www.moneystuff.fairtrading.nsw.gov.au) and click on the TV. CHOOSE the car icon and work through the *Money Stuff* car challenge.
2. Once you have completed the car challenge, work with a partner to WRITE a list of the steps involved in buying a second-hand car and the approximate costs involved at each step. You are writing a procedure.
3. Here is another procedure. READ it and circle the verbs that tell you what to do. These are commands using the imperative mood.

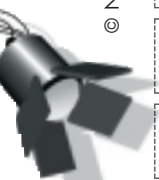
If you have a complaint with the seller

- 1 Contact and speak with the manager or service provider.
- 2 Calmly state what the problem is and how you would like to resolve it.
- 3 Write down the name and the position of the person you spoke to (if it is within an organisation).
- 4 Make sure you have all the necessary documentation with you.
- 5 Put your complaint in writing and keep a copy.
- 6 Once you have exhausted all available avenues, call the Department of Fair Trading.

4. DISCUSS: Commands (imperatives) are appropriate in written instructions and procedures. We expect them. What about in other types of text? Or when the language is spoken face to face rather than written?

IMAGINE that each of these people wants to ask another person to meet them at 10 am and to remember to bring a particular book with them. What words might they use? Complete the table.

Arranger	Other	Words
parent	child	
manager	worker	
worker	manager	
friend	friend	
Prime Minister	secretary	
secretary	Prime Minister	



5. READ this extract from a used car inspection checklist (the full version can be found on the *Money Stuff* website).

Used Car Inspection Checklist

Remember, inspect the car in good light, never at night. Check each item yourself: don't rely on the seller to give you the information.

From the outside

Have you studied the bodywork?

Be wary of bumps, ripples, mismatched colours and panels out of alignment.

Is there any rust around the doors, body, boot or under the carpet?

Use a soft fridge magnet to check whether body filler has been used to fill rusted out areas (the magnet won't stick to body filler). TIP: Take a mat to lay on. Most rust will be around the lowest part of the car. This is a hands and knees job.

Is the suspension okay?

Push down on one corner then let go. If it bounces more than once the car has worn shock absorbers.

Are the tyres worn unevenly?

Check the spare tyre as well. Make sure there is plenty of tread and there are no splits, cuts, bulges or uneven wear.

Do all the windows wind up and down and the locks work?

Make sure all the doors fit properly and that the key works on both front doors.

Sit in the driver's seat

What is the reading on the speedo?

A low distance reading is not a foolproof guide to the state of the engine. Worn pedal pads and floor mats often indicate extensive wear and tear.

Do all instrument gauges (like fuel level, temperature level) work?

Do the headlights work on high and low beam?

Do the tail lights work?

Do the brake lights work?

Do the indicators work?

Does the horn work?

Do the windscreen wipers work?

Are the seat belts in good condition?

Is the upholstery, headlining, trim and carpets in good condition? Can the seats and headrests be adjusted?

Does the radio, air conditioning, fan and interior light work?

Open the bonnet

What does the water in the radiator look like?

Clear or green is good. Rusty water or water at a low level means a lack of care taken or a faulty cooling system. Fins are the thin metal parts of the radiator. Check fins for rust and crumbling.

If the hoses are soft or spongy, they may need to be replaced.

Check the dipstick. The oil should be between the dipstick markers and blackish in colour. If the oil is milky or grey in colour there may be problems.

Check that the transmission oil is cherry pink.

Turn on the engine

Start the car and let it idle.

Listen for strange noises, such as rattling or knocking in the engine compartment 'Rev' it several times while looking out the rear window. If there is smoke, it could mean engine problems.

Do the brakes feel firm when you press down?

The clutch should have some free motion before resistance increases sharply.

6. a) What purposes does the Inspection Checklist have?

- to provide information -----
- to persuade -----
- to explain how to do something -----
- to argue a point of view -----
- to describe how things work -----
- to tell someone what to do -----
- to explain how things work -----

b) For each of your selections, provide examples of language choices that match each purpose.

c) Why do you think the producer of the checklist has included questions in the text?

7. COLLECT examples of procedures or instructions. Who are the instructions or procedures produced for? What purposes do they have? How clear are they? How could they be improved? Select one set of instructions or procedures and write up to a page on their effectiveness, with reference to language choices, design and layout, clarity and appeal. Present your analysis to the class.

