



Unit 7: Sport and free time activities

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Disclaimers:

The language learning materials and video have been developed by an international partnership:

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The videos and scenarios reflect authentic work-related situations that people working in the wellness sector experience on a day-to-day basis when treating international guests. The videos try to represent these scenarios as closely as possible. Thus the videos have been created in an international setting, so the language used in the scripts represent a variety of spoken English.

To access the accompanying videos to the learning materials please visit:

<https://www.youtube.com/user/VHSCham>

and access the Assess Well playlist. Videos are available with and without captions depending on your learning needs.

Instruction for student: Please note this is a sample answer to give you an indication of what is required. You should use your own words and your own workplace situation when preparing your answer.

Instruction for teacher: As this is only a sample answer, please take into account that the learner has been asked to use their own words and workplace situation when preparing their answer, and mark accordingly.

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Unit 7: Sport and free time activities

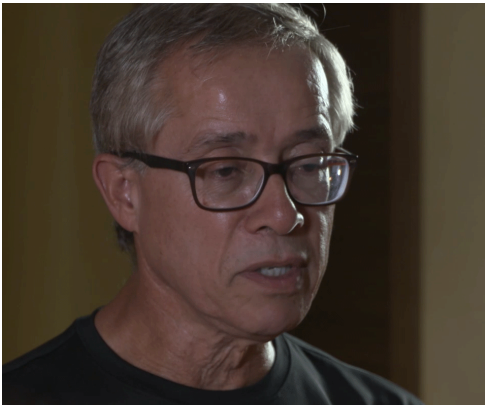
When you finish this unit you will be able to:

- Demonstrate different work-out routines and equipment
- Discuss exercise plans and offers
- Talk about different body parts and muscles
- Address sensitive issues

Meet the characters:



Amy, Receptionist and sport technician



Rudi Mueller, Client

You can access the videos for Unit 7 via the following links:

Dialogue 7 Sport and free time activities

<https://www.youtube.com/watch?v=ow0CSfqwojI>

<https://www.youtube.com/watch?v=LaOJdICSJVw> (with captions)

Technical video

<https://www.youtube.com/watch?v=CWwOzdTO4bo>

<https://www.youtube.com/watch?v=-Tau4jlQJKs> (with captions)

Pre-listening



Ex 1) Look at the following phrases, who do you think says what?

1.	What does your programme offer?		<p>a. Trainer</p> <p>b. Client</p>
2.	Well, our fitness offer is really well-rounded so everybody can find something that's compatible with their lifestyle and also so that some people can just try something new.		
3.	We can help you select the right course, but you are also invited to talk to the nutritionist and the fitness instructor...		
4.	Ok. And what if I want to lose weight?		
5.	Would you like to try one?		
6.	I don't like going to the gym. It's usually overcrowded.		
7.	It is a simple and accessible form of outdoor exercise.		
8.	I was thinking of doing something more relaxing today.		

Listening

Ex 1) Watch the communicative video. After you have watched the video, tick the correct answer. If you are unsure about any of the questions, watch the video again



1. Rudi Mueller wants to:	
a	find the breakfast room.
b	book a back massage.
c	work out.
d	go hiking.
2. Marisa shows Rudi:	
a	a flyer with a wide range of sport and free-time activities.
b	a dinner menu for Tuesday evening.
c	a programme with massage offers.
d	a map of the city centre.
3. Marisa suggests Rudi tries:	
a	the 'Dish of the Day'.
b	a full-body massage.
c	the fitness studio.
d	to meet the nutritionist Mary Jacobs.
4. Before starting, Marisa asks Rudi:	
a	Do you want to book for the whole week?
b	Do you have any food allergies?
c	Do you want to change your clothes?
d	Do you have any problems with your knees, back or heart?
5. Rudi comes back the next day. How is he feeling?	
a	Quite exhausted.
b	A bite sore.
c	Rejuvenated.
d	Very ill.
6. Marisa recommends he:	
a	Goes to his room and the room service will bring him some tea.
b	Does some light exercise during the recovery phase to stimulate blood flow to the muscles.
c	Tries an outdoor workout session with a personal trainer.
d	Avoids eating starchy foods before going to bed.

Ex 2) Watch the video again and listen closely as Marisa talks about their fitness offers. Fill in the gaps with the missing text.

Well, our fitness offer is really 1._____ so everybody can find something that's 2._____ with their lifestyle and also so that some people can just try something new. For example, if someone's taking part in our wellness offers they might also want to take a morning yoga session to 3._____ 4._____ and relaxation before their morning wellness treatment. Or if you want to get a quick workout in before your afternoon massage, then you might consider taking a spinning class or water aerobics. We even have 5._____, like Yoga at the lake, for those who want to start their day out 6._____.

In order to better meet our clients' needs, we have our classes 7._____ according to skill level – B for beginners, I for intermediate, A for advanced. This 8._____ allows our clients to be in classes with those of the same level. That way they don't feel embarrassed if they can't keep up or they don't feel bored if the pace is too slow. We like to make our offers really individual. And you see also that the sauna opening hours are part of our fitness offer. We encourage our clients not to wear a bathing suit, just to have a towel or two with them. But we also realise that some cultures aren't comfortable with 9._____, so we've included one day a week for women only and one day a week for men only. That way, for those who aren't comfortable being in the sauna with the opposite sex, they can still take advantage of the sauna.

Our 10._____ include talks from a variety of speakers on lots of different topics. This week you'll see Dr. Barns is speaking on "11._____". Those who are committed to a healthy lifestyle and also those who just want to make little changes to their diet will find this talk really interesting.

12._____ select the right course, but you are also invited to talk to the nutritionist and the 13._____, both of whom will provide you with even more specific information.

Ex 3) Watch the technical video and decide if the following statements are true or false

		True	False
1	Your quadriceps are located at the front of the thighs.		
2	Your calves are located between your hips and knees.		
3	The calves play an important role in stabilizing your body.		
4	The hamstrings are located at the back of the thighs.		
5	The gluteal muscle is located on the stomach.		
6	The glutes consists of the gluteus medial, gluteus maximus and gluteus minimus.		

Ex 4) Watch the technical video again and put the steps in the correct order.

a	Hold for about 30 seconds.	
b	Face the wall and stand about 12 inches (about 30 cm) away from it.	
c	Lean toward the wall until you feel tension in the calf muscle of the extended leg.	
d	Repeat with the other leg.	
e	Extend one leg behind you, keeping both feet flat on the floor and your rear knee straight.	

Reading

EX 1) Read the following text and then answer the following true or false questions.



How to motivate your clients

Many clients join fitness studios with the hope of getting in shape. Some are able to do achieve their goals on their own while others are easily discouraged. They may cancel workouts or offer excuses for not being able to complete exercises. It may also be the case that clients want to make a lifestyle change but they have low self-esteem and need a little bit of motivation.

The professional working in the wellness and fitness sector can help these clients. The use of positive psychology helps the client to identify things in life which are worth living for, helping them lead to a happy life. The ideas described in the text below explain how you as a professional can support your clients.

Talk with your clients

When the client comes to the facility for the first time ask them about their health and fitness histories, what kind of goals they have and what has and has not worked for them in the past. This is important when advising your client at the beginning, but it is also important to come back and talk with them throughout their workout and regularly when they are visiting. This will help to make sure that they feel comfortable while working out and using all of the equipment.

Push positivity

Take the time to ask the clients about their strengths and what makes them happy. Refer back to these positive elements when the clients may start feeling discouraged.

Have fun

Create a workout which is fun and exciting. When it starts and ends on a high note, then the clients will be sure to come back again and remember this as a positive experience. Each workout should also include a peak which should feel like an accomplishment for the client. Emphasise the peak in order for the client to feel good about themselves.

Activity: Fact or fiction?

Read these sentences about the above article. Are they fact (true) or fiction (false)?

		True	False
1	When visiting the fitness studio all clients are able to work out on their own.		
2	Positive psychology can play a vital role to help clients achieve their fitness goals.		
3	It is not important to talk with clients regularly during their workouts.		
4	Reminding clients about positive thoughts will encourage positivity.		
5	It is important to have a strong beginning and end to each workout.		
6	A workout peak is not important since the clients will not remember this.		

EX 2) Look at the following exercise equipment. Read the descriptions and match the machine.

rowing machine - stationary bike - foam roll - treadmill - elliptical - stability ball - stair stepper -		
1	One of the most popular cardio machines which works both upper and lower body simultaneously. The speed and incline can be adapted to suit many different fitness levels. Not good for people with bad joints.	
2	Easier on the joints but burns a lot of calories since you are in a standing position. More athletic people can use their arms to get an upper-body workout as well.	
3	This machine is low impact and offers a lower body workout, i.e. glutes, quadriceps, hamstrings and calves. Does not offer an upper body work-out but will still burn a lot of calories.	
4	The machine with the least amount of impact on joints, but it is important to adjust the machine to the right height. Not adjusting the seat can lead to pain and stiffness in the joints.	
5	The machine requires strength and coordination since you use your upper and lower body. It is a great way to burn a lot of calories, but it is not the best choice for people with back pain.	
6	This piece of equipment can be used to increase balance and strengthen smaller muscles. It can be used together with other gym equipment.	
7	This piece of equipment is perfect for reducing soreness, increasing flexibility and helping circulation. It can be used with all muscle groups.	

EX 3) Read the following text about the metabolic system and select the appropriate term for each gap.

The metabolic system is responsible for burning fat and calories. Some people have a fast 1. _____ while others have a slower one. Genetics play a role in this as does diet and life-style.

The metabolic system consists of several systems which work together. They play a role in turning food into energy, process energy and 2. _____.

A key player is the 3. _____ which controls how energy is used. When it is not working properly it can lead to a disorder called 4. _____, where fat is not easily metabolized.

On the other hand if it is overactive people may be unable to gain weight and they therefore suffer from 5. _____.

The 6. _____ is important in the process of sugar and then the organ produces bile which eats up fat. If you eat too much fatty food or drink and excessive amount of alcohol it may be unable to do its job.

When we eat the food is turned in fuel called 7. _____ which is then turned into energy. If your body has too much this is turned into fat and if there is not enough your body reacts by shaking and fuel may be taken from muscles.

The 8. _____ which is in good condition will easily process foods. If it is not then people may suffer from 9. _____. The body will not be able to absorb nutrients properly to produce the energy we need.

To improve your metabolism it is important to eat a 10. _____ and drink plenty of water. It may be useful to concentrate more on muscle-building rather than just aerobic exercises.

Ex 4) Read the following text about using gym equipment. For the underlined words, select the appropriate antonym from the table below.

Using machines in the gym is good for all fitness levels, especially 1. **beginners**. Quite often, people have the wrong impression of gym workouts. For example, people assume that lifting weights will make women 2. **bulky** or that the equipment is too difficult to set up. In reality this is not the case and many can benefit from 3. **regular** visits. Machines are usually set up to work in only one direction, so the user does not have to worry about how to sit or stand. Each machine can be adapted to the user's needs.

Not only can the machine be adapted to your individual needs, but you can also choose the training plan which works best for you. A workout for 15, 30 or 60 minutes with five different machines can do your body some good. Here are a few workout plans which may be appropriate:

- Programme A (15 minutes) Do one set at the first machine before moving on to the next. Repeat this programme two or three times.
- Programme B (30 minutes) Complete as above, but add a few minutes of cardio* between each round.
- Programme C (60 minutes) Complete as in Programme A but add a few minutes of cardio* between each set on each of the five machines.

*For a cardio workout you could use an elliptical machine which works the upper and lower body, but alternatives could be a stationary bike, Stairmaster or treadmill depending on your fitness level.

When starting out on a 4. **new** machine it is important to adjust the height and/or position of the seat, by moving it backwards or forwards and then select the appropriate weight. It is important that 5. **before** performing any movement on a machine you check with a trainer or carefully read the instructions which are printed on the machine. Keep these points in mind for a 6. **safe**, injury-free and effective workout.

- Increase weights 7. **gradually** – start with a lower weight and work your way up as you get stronger
- Go steady – try to keep a 8. **consistent** pace
- Control movements – keep tension on muscles instead of releasing the entire weight after each movement
- Keep the spine straight – don't over extend the back or slouch
- 9. **Relax** shoulders – don't shrug your shoulders or hunch when completing your exercises

dangerous - inconsistent - tense - old - after - experts - quickly - thin - irregular



Here are some statements about fitness programmes. For each example, complete the second sentence with no more than three words which provide the same meaning.

Example: She wants to try the intermediate yoga course.

She expressed a wish to attend the intermediate yoga course.

1. Are you feeling comfortable with the difficulty level?
Would you like to _____ the difficulty level?
2. If you have some knee problems, then I would recommend using the stationary bike.
Those with knee pain _____ the stationary bike.
3. Frequent and regular exercising boosts the immune system.
_____ have a better immune system you should get regular exercise.
4. Try the Stairmaster if you want to lose weight and do some cardio.
The Stairmaster is _____ for a cardiovascular workout and to lose weight.
5. If your back is sore from sitting at a desk all day, try stretching a few minutes.
Stretching is _____ to alleviate lower back pain after a long day at work.

EX 2) Fill in the exercise plan for a client.

Fill in the following template with suggestions for an exercise plan for the following client's needs and goals:

Client number	Photo
Name	Wolfgang Mueller
Gender	Male
DOB	07/09/1995
Height	1'85
Weight /weight loss desired	80 kg / No
Body fat	14%
Resting heart rate	67
Problem areas	Weak upper body and poor endurance

WORKOUT CHART

WEEK / / - / /

GOALS _____

WARM UP					DAYS: _____
ACTIVITY	TIME / DIST	SETS / REPS	INTENSITY	NOTES	
	/	/			
	/	/			

CORE BODY - STRENGTH TRAINING					DAYS: _____
EXERCISES	SETS / REPS	WEIGHT	REST TIME	NOTES	
	/				
	/				
	/				

UPPER BODY - STRENGTH TRAINING					DAYS: _____
EXERCISES	SETS / REPS	WEIGHT	REST TIME	NOTES	
	/				
	/				
	/				
	/				
	/				

LOWER BODY - STRENGTH TRAINING					DAYS: _____
EXERCISES	SETS / REPS	WEIGHT	REST TIME	NOTES	
	/				
	/				
	/				
	/				
	/				
	/				

COOL DOWN					DAYS: _____
ACTIVITY	TIME / DIST	SETS / REPS	INTENSITY	NOTES	
	/	/			
	/	/			



Ex 1) Read the text and tick if the statement is true or false.

Europeans and exercise

Have you ever thought about how much exercise is the norm in Europe? This is a difficult question to answer. Norms change from country to country and there are even trends in neighbouring countries.

Northern Europeans are making southern Europeans look like couch potatoes. According to 2014 data from Eurostat over half of the population exercise more than 150 minutes a week which is the minimum level of physical activity recommended by the World Health Organisation for adults over 18 years of age. Iceland tops the percentage of adults doing the minimum level of weekly physical activity. Around 55% more Icelandic adults than Turkish adults complete the minimum level of exercise, at 60.8% and 4.7% respectively. Only about 29% of all Europeans get the recommended amount of exercise. Men are more likely than women to get themselves moving.

Age plays a role in the number of hours of regular exercise. More often than not the amount of exercise decreases with age. This does not hold true in all European countries. Austrian pensioners (aged 65 years and over) are amongst the most active with almost 31% exercising more than five hours a week.

These numbers are important to keep in mind when meeting with clients. For example, this amount of sport and exercise is likely to seem a lot to someone from Romania, as only 7.5% of Romanians get the recommended amount of exercise. Therefore, it is useful to get to know the client and ask specific questions about their exercise routines and the intensity levels.

		True	False
1	Exercise activities are the same in all European countries.		
2	Northern Europeans are more likely than southern Europeans to reach the suggested amount of exercise a week.		
3	The World Health Organisation recommends 2.5 hours of exercise a week.		
4	The most active pensioners come from Romania.		
5	Asking additional questions about the level of physical activity is important when creating a training plan.		
6	Less than of a third of Europeans get the recommended amount of weekly exercise.		

Data and statistics are taken from Eurostats ec.europa.eu/eurostat

Ex 2) Read the text and tick if the statement is true or false.

Have you ever realised that there are different customs when using a sauna, all depending on the country you are in? The rules vary not only from culture to culture, but also between individual saunas in the same country. Indeed, even the word 'sauna' can refer to a different type of facility in different countries around the world. This can have an effect on how clients wish to use a sauna, and the practices they find acceptable.

Some countries have mixed-sex saunas, whereas some countries have single-sex saunas. In some countries nudity is accepted regardless of whether it is a mixed sauna, but for some countries nudity is strictly forbidden, even in single-sex saunas. Some cultures prefer to wear a bathing suit while in a sauna, however this is disapproved of in some countries, where it is perceived as being 'unhygienic'. In some countries where they have introduced single-sex sessions and sessions where bathing suits are required, they have noticed an increase in the number of Muslim women using the sauna.

Sometimes saunas are quite small and are attached directly to the changing rooms of a multi-use facility, such as a leisure centre or spa, and some saunas are large, purpose built facilities in their own right. In some countries there is a very strict protocol, including the length of time you spend in the sauna and who is allowed to pour water on the hot rocks, and then in other countries there are no protocols and the client is allowed to use the sauna in any way they choose.

Despite these differences in approach, the basic principle of sitting in a very warm room for a short period of time (usually up to 15 minutes depending on the temperature), with the heat usually created by water being poured onto hot rocks, applies throughout the world.

Therefore it is always useful to familiarise yourself with the rules and protocols in the spa you are working in, and ensure you explain them to all clients if they have not used that facility before in order to prevent embarrassment or causing offence.







		True	False
1	Nudity is allowed in all countries		
2	There has been an increase in Muslim women using saunas where single-sex sessions requiring bathing suits are provided		
3	Some saunas are part of the changing room facilities		
4	Users of a sauna must spend at least 20 minutes inside the sauna		
5	Users of mixed-sex saunas must always wear bathing suits		
6	There is a standard set of rules applicable to the use of all saunas		

Vocabulary

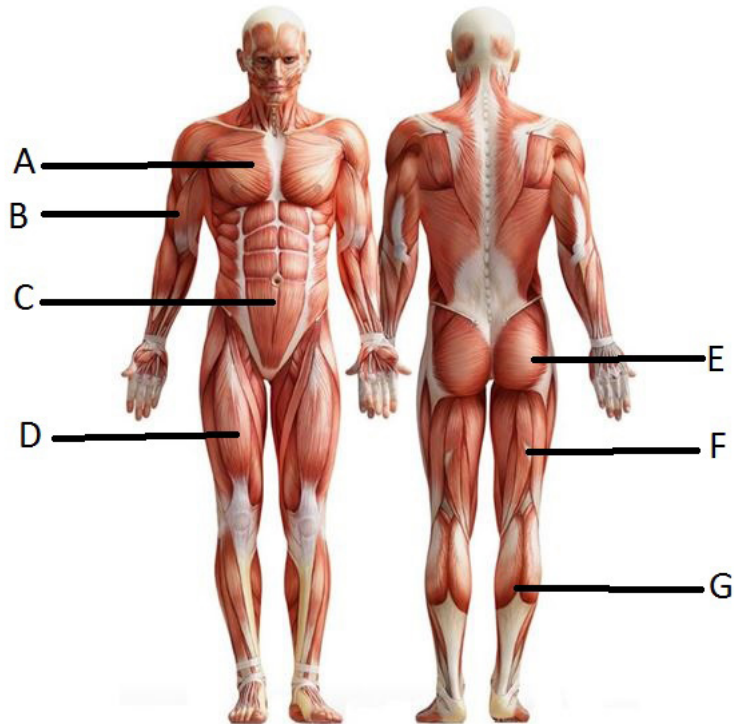
EX 1) Look at the following clocks and match the correct time to the clock.
Please note that more than one answer is possible.



nearly four o'clock - 19:05 - half eleven - 11.30 PM - nine in the morning - just gone seven - 5.10 AM
- ten after five - half past eleven - quarter to ten - nine o'clock - nine forty five - five past seven - ten
to four - eleven thirty - ten past five - nine in the evening

EX 2) Matching words and parts of the body.



	pectorals
	calves
	glutes
	abdominals
	hamstrings
	biceps
	quadriceps

EX 3) Look at the following definitions and find the matching word.

balance - well-rounded - athletic - stimulate - compatible - encourage		
1	having desirably varied abilities	
2	something with is harmonious or in agreement with something else	
3	someone who is active and gifted in sports, games and exercises	
4	to inspire someone with spirit or hope	
5	to excite activity or growth	
6	even distribution between contrasting, opposing or interacting elements	

EX 4) Look at the following words and cross the odd one out. The first one is done for you.

1	moped	stationary bike	treadmill	elliptical
2	efficient	well-rounded	accessible	overcrowded
3	strengthen	promote	stimulate	over-work
4	yoga	pilates	hiking	zumba
5	atelier	fitness studio	locker rooms	swimming pool
6	sore	tight	stiff	relaxed

Grammar – Future tenses in English

Look at the following explanation and rules on how you can form the future tense in English.

will-future	going to-future	present continuous	simple present
- Making a request - a prediction or assumption - spontaneous action	- planned action in the future - logical consequence (something is going to happen)	- future events that have already been arranged (e.g. appointments)	- future action is fixed (e.g. schedule)
will + infinitive	be (am, are, is) + going to + infinitive	be (am, are, is) + gerund (verb +ing)	infinitive
He will try Spinning tomorrow.	We are going to offer a new Zumba course for beginners.	Next week we are running a Bikram Yoga workshop	Water aerobics begins at quarter to eight in the morning.
She will not go in the sauna nude.	He is (not) going to use the treadmill.	We are not opening the pool area until further notice	Tomorrow the course does (not) start at 6 o'clock.
Will you be attending the lecture this evening	Are you going to need help with the stationary bike?	Are you offering the Pilates course next August?	Does the session end at noon?

In the table above, the following colour code is used:

Black is used for general information

Blue is used for 'going to'

Green is used for the infinitive (basic form of the main verb) and for the gerund (main verb + ing)

Red is used for all auxiliary verb forms, including will, be, am, are, is and do

The word 'not' is in brackets where the sentence also makes sense in both the positive and negative forms.

Ex 1) Based on the explanation above, try to complete the following sentences with the correct future tense – will future, going to or simple present.

1.	The fitness studio is out of clean towels. I _____ and get some more.
2.	We have decided that we _____ a new aqua-jogging course.
3.	The weather forecast said that it _____ sunny tomorrow.
4.	Gina said that she _____ with Mr. Johnson next week.
5.	Ms. Roller, _____ with us on Saturday?
6.	You must hurry. The course _____ in ten minutes.
7.	He _____ with us again next year.
8.	You have worked very hard Michelle. You _____ fail.

Speaking

Ex 1 A) Look at the following activity programme for the week and the client's fitness assessment information. Then provide a weekly weight loss plan accordingly.



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Early Bird Special		Sunrise hike		Sunrise jog		Sunrise meditation at the lake	Sunrise yoga at the lake
7.00-8.00	Yoga	Stretching	Yoga	Stretching	Yoga		
8.15-9.15	Spinning (B)	Water-aerobics	Spinning (B)	Water-aerobics	Spinning (B)		
9.30-10.30		Pilates (A)		Pilates (A)			
10.45-11.45	Pilates (I)		Pilates (I)			Zumba	Zumba
12.00-13.00	Aquajogging (A)	Pilates (B)	Aquajogging (A)	Pilates (B)			
13.15-14.15	Spinning (I)		Spinning (I)		Spinning (I)	Nordic-walking	Nordic-walking
14.30-15.30	Fitball	Kick-boxing (A)	Fitball	Kick-boxing (A)	Fitball		
15.45-16.45	Spinning (A)		Spinning (A)		Spinning (A)		
Night Owl Special		8pm Clean eating from Dr. Barns		8pm Zumba Dance Party			

Open Swim Sunday – Thursday 6.30 -21.00 Friday and Saturday 8.30 – 23.00

Sauna Open – **Mixed** Monday, Wednesday, Friday and Saturday

Women only Tuesday; **Men** only Thursday – **Closed Sunday**

Fitness Room – Open daily 6.30 – 21.00

Abbreviations (B) – Beginner; (I) – Intermediate; (A) – Advanced



Client fitness assessment information

Client number	Photo
Name	Christina Mueller
Gender	Female
DOB	11/05/1965
Height	1'65
Weight /weight loss desired	68 kg / 3 kg weight loss desired
Body fat	34%
Resting heart rate	82
Problem areas	Protruding stomach area. Some back pain

Ex1 B) Schwa is the name for the most common sound in English

The schwa sound is the most common phoneme in the English language. The schwa is the muffled /uh/ sound that is heard in many English words and phonetically written /ə/. The sound is only found in unstressed syllables.

English is a stress-timed language which means that stress occurs at regular intervals. The most important words, i.e. nouns, main verbs, adjectives and adverbs, are normally stressed most when speaking. Grammar words, i.e. auxiliary verbs, pronouns, articles, connectors and prepositions are usually not stressed but 'reduced' to keep the stress pattern regular. Thus these words are said faster and the vowel sounds often become a schwa.

Here are a few examples of words with a schwa sound. The vowel pronounced as a schwa has been underlined.

pleas <u>a</u> nt
celebr <u>a</u> te
fami <u>l</u> y
<u>a</u> gain
anal <u>y</u> sis
su <u>p</u> port
bot <u>o</u> m

Now look at several of the words from the activity programme. Trying saying the words aloud and underlining the schwa sound.

1	open	2	beginner
3	special	4	intermediate
5	women	6	abbreviations
7	Sunday	8	compatible

Ex 2) Role play with a partner the different scenarios on the card

This exercise is meant to be completed in pairs. Each partner should receive a card and should take on the role of either the client or the employee, and then change roles to repeat the exercise. If you are completing this exercise as a self-learner, then try to respond to the client profiles and then compare your answer with the sample answers.

LEARNER A:

Situation 1 – You are the Client. Read the description of the client profile below, and then pretend you are meeting with a wellness centre employee. Tell your partner, the employee, about your problems.

Client Profile: You are overweight and feel uncomfortable using the fitness studio. Your knees and hips ache all the time. Other trainers suggest that you use a treadmill but you are not sure if you are able to run. Ask your partner for advice.

Situation 2 – You are a Wellness Centre employee. Listen to your client request further information about using the sauna, in particular the sauna etiquette in your wellness centre. Explain that towels are available for rent if it would make your client more comfortable, and that they could also use the thermal pool area, where bathing suits are allowed.

LEARNER B:

Situation 1 – You are a Wellness employee: Listen to your client describe some of their problems. Explain that you don't recommend running for people with joint problems. Advise alternatives to minimise discomfort, and possibly suggest water-based workout courses. Think about how the client feels, what their needs are and how you can motivate them.

Situation 2 – You are the Client. Read the description of the client profile below and then pretend you are meeting with a wellness centre employee. Tell your partner, the employee, about your problem.

Client Profile: You are from England and are not comfortable with using the sauna if other people will be undressed. You want to know more about the sauna regulations and who will be in the sauna.

Speakers:

Speaker A: Amy – Sport technician, receptionist

Speaker B: Mr. Rudi Mueller – Client

Video Script:

A Good afternoon. How can I help you?

B Good afternoon. I'm Rudi Mueller. I think, I'd like to work out, but I don't know what to do. What does your programme offer?

A Well, we have a wide variety of fitness and free time activities. Here's the programme for the week. You can select any of the activities.

A Do you prefer being in water, outdoors or do you like indoor sports?

B Hmm, I prefer indoor activities. I'm not very athletic. And I'm not sure what's good for beginners, so I think I'll try your program here.

A Well, our fitness offer is really well-rounded so everybody can find something that's compatible with their lifestyle and also so that some people can just try something new. For example, if someone's taking part in our wellness offers they might also want to take a morning yoga session to promote well-being and relaxation before their morning wellness treatment. Or if you want to get a quick work-out in before your afternoon massage, then you might consider taking a spinning class or water aerobics. We even have early bird specials, like Yoga at the lake, for those who want to start their day out on the right foot.

In order to better meet our clients' needs, we have our classes ranked according to skill level – B for beginners, I for intermediate, A for advanced. This coding system allows our clients to be in classes with those of the same level. That way they don't feel embarrassed if they can't keep up or they don't feel bored if the pace is too slow. We like to make our offers really individual. And you see also that the sauna opening hours are part of our fitness offer. We encourage our clients not to wear a bathing suit, just to have a towel or two with them. But we also realise that some cultures aren't comfortable with nudity, so we've included one day a week for women only and one day a week for men only. That way, for those who aren't comfortable being in the sauna with the opposite sex, they can still take advantage of the sauna.

Our night owl specials include talks from a variety of speakers on lots of different topics. This week you'll see Dr. Barns is speaking on "Clean Eating". Those who are committed to a healthy lifestyle and also those who just want to make little changes to their diet will find this talk really interesting.

We can help you select the right course, but you are also invited to talk to the nutritionist and the fitness instructor, both of whom will provide you with even more specific information.

B Okay, what's on the programme today, let me see....

A Well, in the morning we have stretching and yoga; in the afternoon we have aqua-jogging and Fitball.

B Fitball? What is Fitball? I've never heard of that...

A Fitball is an all over body conditioning using the "fit ball". It makes sure that each muscle in your body gets a proper workout. And it strengthens your abdomen, back and your hips. It's really great for burning calories, too.

B Ok. And what if I want to lose weight?

A Then I would suggest using our fitness centre. We've got stationary bikes and treadmills there. Walking or running on treadmills, it's really easy to control the speed and the incline. And it burns calories. Would you like to try one?

B Yes, I think I would.

A Okay, well I need to ask a few questions first. Do you have any problems with your knees, your back or your heart?

B Heart problems? No. I have some problems with my lower back pain... with lower back pain, but that usually comes only when I've been sitting down a lot.

A Okay. Well did you know that walking just 20 minutes a day on the treadmill is a good cardio-workout which burns calories and will improve your overall health?

B Okay.

A So, let's go down to the treadmill.

A Before we start I'll show you how the treadmill works. First, you press START, then you can adjust the speed. I suggest starting the speed at "2.0" to warm up your muscles and joints, and after a few minutes, you can adjust it. You adjust the speed here; it goes from 0 to 10.0. If you're feeling well after about 10 minutes you can also use the "incline" option that's right here. It's like walking

up a hill. It makes your heartbeat go faster and it improves your endurance.

B Ok, and what muscle groups does it train?

A The treadmill trains your lower body muscles. This includes your hamstrings and quads, and your calves, your thighs, your hip flexors and your glutes. The treadmill enables you to build stronger, more defined muscles in these groups.

A Are you doing okay?

B Yes, thank you.

A Okay, well then I'm going to leave you for a few minutes and I'll come back and check on you soon.

B Okay.

A So, did you like it?

B Oh yes, it was really good; I think it would be great to have a treadmill at home! I don't like going to the gym. It's usually overcrowded.

A That's true. You could try "Nordic Walking". That makes use of poles while walking. It's a simple and accessible form of outdoor exercise.

B Uh, "Nordic walking", I have heard of that in my region, but I always thought that that was not quite as efficient.

A Oh, it is! The advantage is that it uses both your lower body and your upper body muscles. It's great for neck and shoulder and back problems. And it uses about 90% of your muscles and it's great for your heart and lungs. It helps to improve your posture and balance, too.

B Oh okay... I think I'll try... I've never done it before. I think I'll try it.

A Okay, shall I show you any other fitness equipment today?

B Uhm no, not today. I'll be back tomorrow. Thank you very much.

A You're welcome, see you tomorrow. Bye-bye.

B Okay, bye.

A Good morning Rudi, how are you today?

B Well, I am having a little bit of a problem with my lower back pain. My muscles are a bit sore and tight. I was thinking of doing something more relaxing today.

A Mhm, well light exercise in the recovery phase can stimulate blood flow to your muscles to reduce muscle spasms. I would suggest taking some yoga classes. Yoga is done in a relaxing atmosphere. And listening to calming music can help quieten your mind and enter into a place of deep peace and relaxation. Doing yoga helps to reduce back pain and it will help you to relax your shoulders. Yoga can increase your flexibility and your overall health.

B Well, I have never done that, yoga, before; I always thought that I couldn't do it. I don't know...

A We have classes for beginners which are adapted to the ability of each participant.

B Hmm...

A You could also try water aerobics. Gentle water-exercises help ease muscles and back pain. The natural resistance from the water promotes muscle strength and reduces pressure on your bones and your joints. And even if you're not swimming, you can walk in waist-high water and do arm and leg exercises against the resistance of the water.

B I think I'd like to try that, yeah.

A Great. The water aerobics class starts in 30 minutes. Please remember to shower before entering the pool.

B OK.

A Have a great time. And if you need anything, don't hesitate to ask me.

B I will. Thank you.

A Bye-bye.

B Bye.

Technical video

This video demonstrates possible stretches for different muscle groups which are exercised when using a treadmill. The technical terms for the muscle groups used in this video may be new to you.

Quadriceps are located at the front of the thighs.

Calves are located between the back of the knees and the ankles and play a very important role in stabilising the body. It is important that your clients take the time to stretch these muscles.

To stretch the calves, ask your client to face a wall and stand about 12 inches or 30 centimetres away from it.

Tell them to extend one leg behind them, keeping both feet flat on the floor and their rear knee straight.

They should lean towards the wall until they feel tension in the calf muscle of the extended leg.

Their hands should be placed on the wall for support.

You can suggest that they relax their upper body to release the tension if it feels uncomfortable for them.

They should repeat this action for about 30 seconds and then do the same with the other leg.

Your client should also stretch their hamstrings which are located at the back of the thighs.

These muscles can be easily damaged, so before any hard workout it is important to gently stretch them.

To stretch their hamstrings, your client should sit on the floor with one leg stretched out straight and the other bent inwards.

Tell them to lean forward from the hips to feel a stretch under the thigh while trying to grab their foot.

If your client can't reach their foot, suggest they grab their shin instead.

Tell them to take a deep breath, then slowly exhale while leaning into the stretch.

They should hold this stretch for about 30 seconds before repeating with the other side.

Finally the treadmill also works the gluteal muscles which are located in the buttocks.

There are three muscles – medial, maximus and minimus.

To stretch this muscle group, tell your client to lie flat on their back with both knees bent.

They should cross one leg over the other so that one foot is resting on the opposite knee.

Tell them to bring both knees towards their chest, then gently pull the uncrossed leg towards them until they feel a stretch in one buttock.

They may slightly relax before pulling the leg closer to their chest again.

They should hold this position for 30 seconds before repeating with the other leg.

Pre-listening

Ex 1)

1.	2.	3.	4.	5.	6.	7.	8.
b	a	a	b	a	b	a	b

Listening

Ex 1)

1.	2.	3.	4.	5.	6.
c	a	c	d	b	b

Ex 2)

1	2	3	4	5	6	7
well-rounded	compatible	promote	well-being	early bird specials	on the right foot	ranked
8	9	10	11	12	13	
coding system	nudity	night owl specials	clean eating	We can help you	fitness instructor	

Ex 3)

1	2	3	4	5	6
True	False	True	True	False	True

Ex 4)

a.	b.	c.	d.	e.
4	1	3	5	2

Reading

EX 1)

1	2	3	4	5	6
False	True	False	True	True	False

Ex 2)

1	2	3	4	5	6	7
treadmill	elliptical trainer (or cross trainer)	stair stepper	stationary bike	rowing machine	stability ball	foam roller

Ex 3)

1	2	3	4	5
<i>metabolism</i>	<i>digestion</i>	<i>thyroid</i>	<i>hypothyroidism</i>	<i>hyperthyroidism</i>
6	7	8	9	10
<i>liver</i>	<i>glucose</i>	<i>gastrointestinal tract</i>	<i>constipation and/or diarrhea</i>	<i>well-balanced diet</i>

Ex 4)

1	experts	2	thin	3	inconsistent
4	old	5	after	6	dangerous
7	quickly	8	irregular	9	tense

Writing

EX 1)

1	2	3	4	5
increase or decrease	should try	In order to	a great choice	the perfect way

Sample Answer

WORKOUT CHART

WEEK 05/07/2018– 05/13/2018

GOALS Gain strength overall and do some cardio workout

WARM UP DAYS: Before each workout

ACTIVITY	TIME / DIST	SETS / REPS	INTENSITY	NOTES
Elliptical machine	10 min	/	beginner	
Stationary bike	10 min	/	beginner	

CORE BODY - STRENGTH TRAINING DAYS: _____

EXERCISES	SETS / REPS	WEIGHT	REST TIME	NOTES
Sit-ups	3/10	na	1 minute	
Plank	2x 1 min	na	3 minutes	
	/			

UPPER BODY - STRENGTH TRAINING DAYS: _____

EXERCISES	SETS / REPS	WEIGHT	REST TIME	NOTES
Push-ups	5/10			
Push press	5/5	40 lbs.	90 secs.	increase with 5-10 pounds after each set
	/			
	/			
	/			
	/			

LOWER BODY - STRENGTH TRAINING DAYS: _____

EXERCISES	SETS / REPS	WEIGHT	REST TIME	NOTES
Squats	5/10			If it is too easy, use kettlebell.
	/			
	/			
	/			
	/			
	/			

Intercultural







Ex 1)

1	2	3	4	5	6
False	True	True	False	True	True

1	2	3	4	5	6
False	True	True	False	False	False

Vocabulary

EX 1)

	Half eleven half past eleven eleven thirty 11.30pm		Five past seven Just gone seven 19:05
	Quarter to ten Nine forty five		Nine in the morning Nine in the evening nine o'clock
	Ten past five Ten after five 5.10am		ten to four nearly four o'clock

Ex 2)

G	pectorals
C	calves
E	glutes
A	abdominals
D	hamstrings
F	biceps
B	quadriceps

EX 3)

1	2	3	4	5	6
well-rounded	compatible	athletic	encourage	stimulate	balance

Ex 4)

1	2	3	4	5	6
moped	overcrowded	over-work	hiking	atelier	relaxed

Ex 1)

1	2	3	4
will go	are going to offer	is going to be	is not going to train / is not training
5	6	7	8
are you going to hike	starts	is going to stay / is staying	are not going to

Speaking

Ex 1 A)

Sample answer

On the day of arrival I would suggest Mrs. Mueller visit the fitness studio and review the weekly plan in order to get familiar with the facilities. On Tuesday morning she can take part in the water aerobics session. In the evening she could attend the talk from Dr. Barns with her husband. This will include information which would be interesting for all people regardless of their fitness levels. On Tuesday she could wake up and do the early morning yoga which her husband may also want to try since it is appropriate for all skill levels. In the late afternoon she could try out Fitball which may be new to her and would provide an overall body workout. On Thursday she may have some sore muscles so the morning stretching session could be helpful to loosen up any stiff muscles. In the evening she would surely enjoy the Zumba party which she could also attend with Mr. Mueller. Friday I would recommend she try a spinning session in the afternoon since she won't have taken part in such a session that week. On Saturday the weather is forecast to be nice, so she may be interested in joining the afternoon Nordic-walking group. Before breakfast on the day of departure, I would recommend yoga at the lake since this is a special experience.

Ex1 B)

o <u>p</u> en	begin <u>n</u> er
spe <u>c</u> ial	inter <u>m</u> ediate
wom <u>e</u> n	ab <u>b</u> reviations
S <u>u</u> nday	comp <u>a</u> tible

Sample answer

Situation 1

Client: My name is Melinda and I am staying here for the entire week. I heard that you have a wonderful fitness studio.

Employee: Yes that is true. We are known for our fitness offers here. Would you like me to show you the fitness studio?

Client: I don't know. I think I would like to try it out, but I am fat and everyone will be looking at me.

Employee: Melinda we all have different shaped bodies and body-types, so there is no need to be self-conscious.

Client: My legs are bad and even though trainers have suggested I use a treadmill, I just don't think I will manage. I can't possibly run for 20 minutes.

Employee: I don't think the trainers have given you the best advice. Using a treadmill may not be the best choice to start off since it will put pressure on your hips and knees. I would suggest using a stationary bike which would relieve pressure on your joints. We can even set a beginners program on the bike for you and can also select an appropriate amount of time. We have trainers in the fitness studio as well who will check on you and are there to support you in any way possible. How does that sound?

Client: That sounds nice. I think I would like to try the bike then.

Sample answer

Situation 2

Client: Good morning. I am interested in visiting the sauna this evening. But must I remove all my clothing?

Beautician: Welcome. You will love our sauna offers here. It is true that we request all our guests to remove their clothing and use a towel when using the sauna.

Client: I don't think I will use the sauna. If there are men there I don't think I can relax and enjoy myself.

Beautician: We have heard this before. Therefore we offer sauna sessions for women only and since men also feel the same way we have evenings just for men too.

Client: Oh.

Beautician: I will get the flyer for you and then you can see when there are women-only sessions. You can ask for an extra hand towel at the reception and use two towels in the sauna. One to sit on and one to cover your body. Then you won't feel so exposed. How does that sound?

Client: I think I need to think about it.

Employee: That is no problem since today is Monday and the women only sauna session is on Wednesday. Let me know if you have any concerns and I will be more than happy to help you.

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