



# **Domestic work**

## **Level II**

### **Learning Guide -32**

**Unit of Competence:- Use Arabic language to Communicate in a Domestic work setting**

**Module Title: - Using Arabic language to Communicate in a Domestic work setting**

**LG Code: LSA DWR2 M08 L01-LG32**

**TTLM Code: LSA DWR2 TTLM 0419v1**

**L01: Identify the language Needed for communication**



## Instruction Sheet

## Learning Guide #32

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Basic Arabic language commonly used in domestic/Care giving setting
- Identifying the linguistic resources in accordance to workplace requirements.

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to –

- Identify need for basic communication in an Arabic language, within a domestic setting.
- Identify the linguistic resources which learners need to successfully cope with are identified in accordance to workplace requirements.

### Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 7.
3. Read the information written in the “Information Sheets 1”. Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1” and “Self-check 2” **in page -. 3 and 5**
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.



<b>Information Sheet-1</b>	<b>Basic Arabic language commonly used in domestic/Care giving setting</b>
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### **1.1. Introduction**

Arabic is usually ranked among the top six of the world's major languages. As the language of the Qur'an, the holy book of Islam, it is also widely used throughout the Muslim world. It belongs to the Semitic group of languages which also includes Hebrew and Amharic, the main language of Ethiopia.

### **1.2. Needs for basic communication in Arabic language**

People working in a domestic and care giving setting need to communicate in Arabic language for such minimum reasons listed below

- Greetings and introductions
- Asking for directions, prices of products and services
- Communicating and clarifying simple instructions
- Communicating completion of domestic tasks ,care giving tasks and seeking feedback on performance
- Communicating during emergencies and work-related concerns
- Convey apologies and expressions



## Self-Check -1

## Written Test

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Arabic language belongs to what group of languages-----?

2. Write down 3 minimum reasons to use Arabic language?

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**Note:** Satisfactory rating - 3 points

Unsatisfactory - below 3 points

### Answer Sheet

Score = \_\_\_\_\_

Rating: \_\_\_\_\_



<b>Information Sheet-2</b>	<b>Identifying the linguistic resources in accordance to workplace requirements.</b>
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### 2.1. Introduction

The term linguistic resource refers to asset of speech or language and descriptions used for building, improving or evaluating Arabic language skill.

### 2.2. Linguistic resources

In a domestic and care giving work places domestic workers and care givers can access different kinds of linguistic resources to build, improve or evaluate their Arabic language speaking skills. These resources can be the following

- Arabic Dictionaries:- to know new and additional vocabularies
- Arabic language teaching videos:- to learn listening and speaking skills
- Arabic language teaching audios :- to learn pronunciation skills
- Arabic language teaching pictures :- to learn vocabularies relating with pictures
- Visit Google Translation
- Arabic film chanal
- Mastering the Arabic alphabet



## Self-Check -2

## Written Test

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1.what is alinguistic resource?

.....

.....

2.Write down atleast 4 linguistic resources for Arabic language?

.....

.....

.....

.....

**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

### Answer Sheet

Score = \_\_\_\_\_

Rating: \_\_\_\_\_



# **Domestic work level II**

## **Learning Guide -33**

**Unit of Competence: Use Arabic language to Communicate in a  
Domestic work setting**

**Module Title: Using Arabic language to  
Communicate in a Domestic work setting**

**LG Code: LSA DWR2 M08 L02-LG33**

**TTLM Code: LSA DWR2 TTLM 0419v1**

### **L02. Use language effectively to Communicate in different Situations**



## Instruction Sheet

## Learning Guide #33

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- Using Arabic languages to meet basic communication needs within a domestic setting.
- Repeating, paraphrasing and clarifying all communication to avoid miss understanding
- Explaining difficult points.

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to –

- Use Arabic languages to meet basic communication needs within a domestic setting.
- Repeat, paraphrase and clarify all communications as necessary to avoid misunderstanding and to explain difficult points.

### Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 7.
3. Read the information written in the “Information Sheets 1”, “Information Sheets 2” and “Information Sheets 3” in page 9, 15 and 17. Try to understand what are being discussed. Ask your teacher for assistance if you have a hard time understanding them.
4. Accomplish the “Self-check 1”, “Self-check 2” and “Self-check 3” in page 14, 16 and 18.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Operation Sheet 1”, “Operation Sheet 2” and “Operation Sheet 3” in page 19, 22 and 24. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Accomplish the “LAP Test” in page 25 and this will form part of your training portfolio.





<b>Information Sheet-1</b>	<b>Using Arabic languages to meet basic communication needs within a domestic setting.</b>
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## 1.1. Important vocabularies and Phrases for basic communication in Arabic language

It is essential for domestic/care giving workers to know some important vocabularies and phrases which will enable them perform basic communication. Here below are some basic Arabic vocabularies and phrases which will help maintain communication in different settings:-

### 1.1.1 Greetings and introductions

Amharic meaning	English meaning	Arabic words, phrases and thier pronunciation
ሠላም ላንተ ይሁን!	peace be up on you	አሰላሙ ዐሌይኩም ( Assalamu,aleykum السلام عليكم)
ሠላም ላንቺ ይሁን	peace be up on you too	ወዐሌይኩም ሰላም- (wa,leykum salam)\ وعليكم السلام
ከየት ነው የመጣሽው?	Where do you came from?	ምንኤይና ጂኢቲ( menayenajiti)\ وعليكم السلام
የመጣሁት ከኢትዮጵያ ነው	I came from Ethiopia	ጂኢቲ-ሚን-ኢትዮጵያ( -jitu-min-Ethiopia-) جنت من إثيوبيا
እንኳን በደህና መጣሽ!	Well come!	ቂዱም-ሙባረክ(Qudum-mubarek)- قدوم مبارك
ፈጣሪ ያቆይልኝ!	May God keep you safe!	አላህ-ይከለክ (Allah yikelika)- الله يخليك
ግቢ	Please enter	ተፈጸለ( tefedeli) تفضل
እሺ	Ok/well	መርካበን (mrehabne)- مرحبا
እኔ	I/Me	አና- (ana)- أنا
አንተ/አንቺ	You {Male\Female	አንተ/አንቺ- أنت\أنتي
እሱ	He	ሁው (huwa) هو
እሷ	She	ሃያ (hiya) هي
እድሜሽ ስንት ነው?	How old are you?	ከም-ዐ-ምሩክ. (kem-umriki)- كم عمرك؟
አግብተሻል ወይ?	Are you married?	ሙተዘዊጃ- ( mutezewija)- أنت متزوجة؟
አላገባሁም	No i am not married	ማ-ተዘዊጃ (ma-tazawejitu) ما تزوجت
ኢጂ	Go	ሩሃ- (Ruhi)- روح
እረፊ/እረፍት አድርጌ	Get rest	ኢርታሃ(ertahi)- إرتاحي
አመሰግናለሁ	Thanks	ሸክራ (shukran) شكرا
እንዴት ነህ?	How are you?	ክፍ-ካሉክ (kef-haaluka) كيف حالك



ስምህ/ሽ ማነው?	What is your name	(ma,ismuka)ማ-ኢስሙካ? ما اسمك
እንደምን አደርክ?	Good morning	(sabah-alkeer)ሰባህ -አልኧር صباح الخير
ደህና እንደምን አደርክ?	Good morning	(sabah-alnuur) ሰባህ- አልኑር صباح النور
እንደምን አመሽህ?	Good evening	(masa-alkeer)መሳ -አልኧር مساء الخير
ቻው/ደህና ሁን	Good bye	(ma,assalaamaa)መዐ -አሰላማ مع السلامة
መልካም ምሽት	Good night	(tisbah- alaakeer)ትስበህ -አላኧር تصبح علي خي
ብርሃን/መብራት	Light	(nuur) ኑር نور
እንኳን በደህና መጡ	Well come	(ahlan-wasahlan)አህለን -ወሰህለን أهلا وسهلا
እንኳን በደህና መጡ	Well come	ቁዱም-መብረክ(Qudum-mubarek)-
እስከምንገናኝ ደህና ይሁኑ	See you later	(ilallikaa)ኢለልቃ إلى اللقاء
የነገ ሰው ይበለን	See you tomorrow	(naltakii-gadan)ነልተቂ -ገደነገ نلتقي غدا
ጓደኛ	Friends	(sadiq\sahib)ሳሂብ/ሰዲቅ صديق\صاحب
አንድ	one	ዋሂድ (1) واحد(wahid)
ሁለት	Two	ኢትኒ (2) اثنین
ሦስት	three	ሰላሳ (3) ثلاث
አራት	Four	አርባ (4) أربع
አምስት	Five	ኸምሳ (5) خمسة
ስድስት	Six	ስታ (6) ستة
ሰባት	Seven	ሰብዐ (7) سبعة
ስምንት	Eight	ስማኒያ (8) ثمانية
ዘጠኝ	nine	ትስዐ (9) تسعة
አስር	ten	ዐሽራ (10) عشرة
ሀያ	Twenty	ዐሽሪን (20) عشرين
ሀያ አንድ	Twenty one	ዋሂድ ወዐሽሪን (21) واحد وعشرين
ሀያ ሁለት	Twenty two	ኢትኒ ወዐሽሪን (22) اثنین وعشرين
ሀያ ሶስት	Twenty three	ሰላሳ ወዐሽሪን (23) ثلاث وعشرين
ሰላሳ	Thirty	ሰላሳ (30) ثلاثین
አርባ	Forty	አርባ (40) أربعین
50	Fifty	ኸምሳ (50) خمسين
ከየት አገር ነህ/ነሽ	Where are you from	(min-ayna-anti)ሚን-ኤይን-አንቲ? من أين أنت؟
ዕድሜዬ 25 ዓመት ነው	I am 25 years old	عمري 25 سنة
ስለተዋወቅን ደስ ብሎኛል	Nice to meet you	(tashereftu- تشرفت بمعرفتک bimarifatika)ተሸረፍቱ -ብመዐረፋቲካ
እኔም ስለተዋወቅን ደስብሎኛል	Nice to meet you too	(tesheraftu- تشرفت بمعرفتک أيضا- bimarifatika aydan)ተሸረፍቱ -ቢመዐረፋቲክ-አይደን
ዛሬ	Today	(alyoom)አላዩም الاليوم
ትናንትና	Yesterday	(sima) አሚስ أمس



ይሄ/ይቺ(ህይወት ላላቸው እና ለሌላቸው	Male/ Female/ It	(hazaa\haazihi)ሃዛ/ሀዘ/ሃ/هَذَا
ጥሩ	Fine	(bikeer)ብኼር بخير
ጥሩ ነው(ስምምነትን ለማሳየት)	OK	(tayyib)ጠይብ طيب
ሀገር	Country	(balad)በለድ بلد
ከተማ	Town	(madiina)መዲና مدينة
ገጠር \ መንደር	Rural \ village	ርዩፍ(rif) ريف ቀርያ(qarya) قرية
የት ቦታ	Where	(eyna\fen)ኤይን/ፌን أين

### 1.1.2. Asking for directions, prices of products and services

Amharic meaning	English meaning	Arabic words, phrases and thier pronunciation
ይቅርታ( በትህትና ንግግርን ለመጀመር)	Excuse me	(low-samahti)ሎው -ሰመሀት: لوسمحت
የት ቦታ	Where	ፊ-ኤይመካን- (fi-ayemekan) - في أي مكان
ማግኘት	Find	አጃድ- (-ajid-) أجد
መድሃኒት ቤት	Pharmacy	(seydaliya)ሴይደልያ صيدلية
አዎ አለ	Yes there is	ነፀም-ኢንዲ- (neam-endi) - نعم عندي
ዋጋው ስንት ነው?	How much is the cost	ካም-ስዕር (kam-sier) كم
አቅጣጫ	Direction	(itjaah)ኦት-ጃሀ itjaah إتجاه
መንገድ(አውራጃዊ)	Road	(tariik)ጠሪቅ طريق
መንገድ(የከተማ ወ.ስጥ)	Street	(shari-i)ሻረ -شارع
ቀኝ	Right	(yamiin)የሚን يمين
ወደ ቀኝ ዙር	Turn to the right	ሉፋ-የሚነካ (luf-yaminaka) لف يمينك
ግራ	Left	(yasar\shimal)ያሳር/ሽማል يساراً/شمال
ፊት ለፊት	In front of	(kudam\amaam)ቁዳም/አማም قدام/أمام
ከኋላ	Behind	(kalf\wara)ኸልፍ/ ወራ خلفاء
ከላይ/ከታች	Above\under	(fok\taht)ፎቅ/ተህት فوق/تحت
ሩቅ	Far	(ba-iid)በ -ኢድ بعيد
ቅርብ	Near by	(karib)ቀሪብ قريب
ታገኜያለሽ	You will find	تجدي
መሸጥ	Sale	(bay)ቤይ/بيع bay
መግዛት	Buy	(shiraa)ሽራአ شراء
ያንን	That one	(zaaka)ሳካ ذاك
እዛጋ	There	ሁናክ(hunaka) هناك
ገንዘብ	Money	( fuluse/ umlaa ) ፋሁስ/ዑምላ عملة-فلوس
ወደ	Expensive	(gaalii)ጋሊ غالي
ርካሽ	Cheap	(rakiis)ረከሰ رخيص



ዋጋ	Price	/ሰመን( sier)ስዕር/سعر
ስንት ነው	How many/much?	(kam)አም
ገዛው	Bought	(ishtarayta)እሽተራይት/اشتريت
ዋጋው ስንት ነው	How much	አም -አልሰመን(kam-alsaman)؟كم الثمن
ጥራት ያለው	Original	(aslil)አሰሊ/أصلي
ጥራት የሌለው	Fake	(geyera- aslil)ጌይራ-አሰሊ/غير أصلي
ቁጥር	Number	(rakam)ረቀም/رقم
ልኬት	Scale\size	(miqyaas)ሚቅያስ/مقياس
ሚዛን	Balance	(miizaan)ሚዛን/ميزان
ኪሎ ግራም	Kilo gram	(kiiloo)ኪሎ/كيلو

### 1.1.3. Communicating and clarifying simple instructions

Amharic meaning	English meaning	Arabic words, phrases and thier pronunciation
አቤት(መልስ ለመስጠት)	Yes sir/madam	(haadir)ሃድር/حاضر
ቀዝቃዛ ውሃ አምጣ/ጨ	Get me cold water	(haat-ma-albaarid)ሃት-ማአ-አልባርድ/هات ماء البارد
የሚጠጣ	Drink	ሐሹርብ (ashureb)-الشرب
ልጅቷን ጥራት	Call the girl	(naadi-albint)ናዲ-አልቢንት/نادي البنت
ሂድ/ዞርበል	Go	(ruuh'imshi)ሩህ/አምሽ/روح إمش
ና ሙቅ ሻይ ጠጣ	Come drink hot tea	(taal-ishrab-shay)ታዓል- እሽረብ- ሻይ/تعال إشرب شاي حار
ቶሎ ቁጭ በል	Sit down quickly	(ijlis bisuraa)እጅልስ-በሱርዐ/إجلس بسرعة
ረጋ ብለህ ብላ	Eat slowly	(kul-bihuduu)ኪል-ብሁዱ/كل بهدوء
ጠጣ	Drink	(ishrab)እሽረብ/إشرب
ዛሬ	Today	አሊዮም (aliyom)-اليوم
ወጣ/ጨ አቤት	Get out of the house	(ukruj-min-albayt)ኪሻሩጅ-ምን-አልባይት/أخرج من البيت
ቆሻሻውን ጣይ/ል	Throw the garbage	(irmi-zibala)እርም-ዝባላ/إرم الزبالة
ዝጋ/ጊ	Close	(agliq/sakkir)ሰክር/አግልቅ/أغلق/أسكر
ልብስ እጠብቢ	Wash the clothe	(gassil-melabis)ገስል-መላብስ/غسل الملابس
ቤት ይፅዳ	Clean the house	(nazzif-albet)ንዝፍ-አልቤት/نظف البيت
ምግብ ስራ/ራ	Cook	(utbuk)ኢጥቡኽ/أطبخ
ምግብ አሙቅ/ቂ	Heat the food	(sakkin-akle)ሰክን- አክል/سخن الأكل
ስጪው ለ(ባባ)	Give it to baba	(aati-baba)አዕጢ-ባባ/أعط بابا
ወሰጁ ከ(ማማ)	Take it from Mama	kuz-min-maamaa(ኸ-ዝ-ምን-ማማ/خذ من ماما
ወልውዩ	Mop	(imsah)ኢምሰህ/إمسح
አዋራ(በንፋስ የሚመጣ)	Dust	(algubaar)አልጉባር/الغبار
በር ክፈቺ	Open the door	ኢፈተህል-አልባብ (iftahel-albaab)افتح الباب
የወስጥ ሽንት ቤት	Internal toilet	(hammam-daakili/ሀማም-ዳኽሊ)حمام الداخلي
የወጭ ሽንት ቤት	External toilet	(hammam-kaarijii)ሀማም-ኻሪጂ/حمام الخارجي
መኝታ ክፍል	Bed room	(gurfat-alenoom)ጉርፋት-አልኖም/غرفة النوم



ሻይ አፍይ	Make a tea	(sawi-shaay)ሰዊ-ሻይ سوي الشاي
ቡና አፍይ	Make a coffe	(sakkin-qahwa)ሰክን-ቃህዋ سخن القهوة
ወደ ላይ ወጪ/ጣ	Get upstairs	(itla-alefooq)ኢጥላዑ-አልፎቅ إطلع فوق
ወደታች ወረጂ	Get downstairs	(anzil-mindarajaa)ኢንዚል-ምን-አደረጃ أنزل من الد رجة
ትንሽ ስኳር አድርገ	Add sum sugar	(hut-sukkar-qelil) ሁጥ-ሰ-ከር-ቀሊል حط سكر قليل
ብዙ ጨው አምጪ	Get a lot of salt	(jibi-milih-kesir)ጃቢ-ምልህ-ከሲር جب الملح كثير
አየር ማራገቢውን አብሪ(ተሽከርካሪ የሆነ)	Turn on the fan	(shaggil-marwaha)ሽግል-መርወሃ شغل المروحة
አየር ማቀዝቀዣውን ክፈቺ(ቀዝቃዛ ወይም ሙቅ አየር የሚለቅ ማሽን)	Turn on the air condition	(shaggil-mukayyaf)ሽግል-ሙ-ከየፍ شغل المكيف
ቅጠላ ቅጠል	Vegetable	(kudrawaat)ኸ-ድርዋት خضروات
መብራት አብሪ	Turn on the light	(shaggil-kahrubaa)ሽግል-ከህሩብ شغل الكهرباء
ፍሬ ፍሬ	Fruits	(fawaakih)ፋዋክህ فواكه
ወይን	Grape	(inab)ኢነብ عنب
ሀባብ(የፍሬ ፍሬ አይነት)	Water melon	(batik) በጢኽ بطيخ
ጭማቂ	Juice	(asiir)አሲር عصير
ቃሪያ	Chili	(filfil-akdar) ፍልፍል-አኸደር فلفل أخضر
ሽንኩርት	Onions	(basal)በሰል بصل
ነጭ ሽንኩረት	Garlic	(thom)ሶም ثوم

#### 1.1.4. Communicating completion of domestic tasks ,care giving tasks and seeking feedback on performance

Amharic meaning	English meaning	Arabic words, phrases and thier pronunciation
እንክብካቤ	Care	(riaaya)ሪኦያ رعاية
ህመምተኛ/ በሽተኛ	Patient	(mariid)መሪድ مريض
ዕዳ	Clean	(naziif)ንዚፋ نظيف
ሽንት ቤት	Toilet/Rest room	(hammaam)ሃማም حمام
አልጋ	Bed	(sariir)ሰሪር سرير
ፍራሽ	Mattress	(firash)ፍራሽ فراش
ትራስ	Pillow	ዊሳዳ/መኸዳ(wisada\makada) وسادة امخدا
አንሶላ	Linen/sheet	(lihaaf)ሊሃፍ لحاف
የንዕህና መጠበቂያ(ለህፃናት እና ለአዛውንቶች)	Diaper	(haffazaa)ሃፋዛ حفاظة
አካል ጉዳተኛ	Person with Impairment	(mu,aak)ሙዓቅ معاق
ሽማግሌ/አሮጊት	Old person	(ajuuz\shayib)ሶጃዝ/ ሻይብ عجوز اشاييب



## Self-Check -1

## Written Test

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List s 5 Arabic words helpfull in the case of greeting and introduction?

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2. List s 5 Arabic words helpfull in the case of asking for directions, prices of products and Services?

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3. List s 5 Arabic words helpfull in the case of communicating and clarifying simple Instructions?

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4. List s 5 Arabic words helpfull in the case of communicating completion of domestic tasks , care giving tasks and seeking feedback on performance?

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**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**





<b>Information Sheet-2</b>	<b>Repeating, paraphrasing and clarifying all communication to avoid miss understanding</b>
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## 2.1. Purpose of repeating, paraphrasing and clarifying all communications

Employees working in a domestic and care giving work areas communicate with their employers to take several work instructions. In the communication process employees may not understand some instructions clearly. To solve such kinds of problems they need to repeat, paraphrase and clarify instructions which they couldn't understand for their employers. Here below are some Arabic words and phrases which are help full to communicate and solve such kinds of problems.

<b>Amharic meaning</b>	<b>English meaning</b>	<b>Arabic words, phrases and thier pronunciation</b>
ምን አልሸኝ ማማ?	What did you say mama?	wesh qult ) ወሽ ቁልት ማማ (mama
አዎ መልሼና ያኛውን አምጪ	Yes return this and get that one?	(naam-rajihii-wajibii- نعم رجعي وجبي ذاك zaaka) ነአዐም-ረጂዕ- ወጂቢ-ዛከ
ጥሩ ነው ገብቶኛል	Ok I undrestand	(tamam- fahimtu)ተማም-ፈ.ህምቱ تمام فهمت
የልጆች ልብስ አዘጋጁ	Prepare children's cloth	(jahiziimalaabis alawlad جهزي ملابس الأولاد owlad)ጃሂዚ. መላብሰል አውላድ

**Self-Check -2****Written Test**

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List s 5 Arabic words helpfull in the case of repeating, paraphrasing and clarifying all communications?(5 points)

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**Note:** Satisfactory rating - 5 points

**Unsatisfactory - below 5points**





## Information Sheet-3

## Explaining difficult points

### 3.1. Important vocabularies and phrases in explaining difficult points

in a work area difficulties may arise at any time. In order to communicate this difficulties employees should know some basic Arabic vocabularies and phrases listed below in the table.

Amharic meaning	English meaning	Arabic words, phrases and thier pronunciation
ይሄንን አልችልም	I can't do this	(maqadart-haza) ما قدرت هذا
የትኛውን ነው የምጠቀመው?	Which one can I use?	(ayuhuma-astakdim) أيهما استخدم አስተክድም
ይሄን እንዴት አደርጋለሁ?	How i.can do it	(kef-usawwi-haza) كيف أسوي هذا
መብራት ተቋረጠ	Eletricity is not avilable now	(engata-kahraba) إنقطع الكهرباء
ቁልፉ በሩን አይከፍትም	The Key can not open the door	(almiftah- maayaftah- الباب- المفتاح albab) አልሚፈታህ-ማየፍተህ-አልባብ
ፍሪጅ አይሰራም	The fridge does not work	(tallaja -mayeshtagil) الثلاجة ما يشتغل- ማይሸተግል



### Self-Check -3

### Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List s 5 Arabic words helpfull in the case of explaining difficult points?

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**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**



Operation Sheet-1	<b>Techniques of Using Arabic languages to meet basic communication needs within a domestic setting.</b>
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## 1.1. Procedures of greetings and introductions

### Conversation-1.1 A Procedures of applying greetings and introductions

Fatuma:- አሰላሙ ዐሌይኩም ( Assalamu,aleykum ) السلام عليكم

ሠላም ላንተ ይሁን!

Air port Officer:- ወዐሌይኩም ሰላም-ምንኤይና-ጂኢቲ(wa,leykum salam menayenajiti)\ وعليكم السلام

من اين أنت؟

ሠላም ላንቺ ይሁን! ከየት ነው የመጣሽው?

Fatuma:- ኢስሚ-ፋጡማ-ክድር-ጂኢቲ-ሚን-ኢትዮጵያ(Esmi-Fatuma kedir-jitu-min-Ethiopia- إسمي فاطمة خضر جنت من إثيوبيا

ስሜ ፋጡማ ክድር ይባላል-የመጣሁት ከኢትዮጵያ ነው.

Air port Officer:- ቁዱም-ሙባረክ(Qudum-mubarek)- قدوم مبارك

እንኳን በደህና መጣሽ!

Fatuma:- አላህ-ይከለካ (Allah yikelika)- الله يخليك

ፈጣሪ ያቆይልኝ!

### Conversation-1.1 B Procedures of greetings and introductions

Fatuma:- አሰላሙ ዐሌይኩም ( Assalamu,aleykum ) السلام علي

ሠላም ላንተ ይሁን!

Employer:- ወዐሌይኩም ሰላም- ተፈደሊ(waleykum- salam-tefedeli)- وعليكم السلام تفضلي

ሠላም ላንቺ ይሁን! ግቢ.

Fatuma:- መርሃበን (mrehabne)- مرحبا

እሺ.

Employer:-ኤሽ-ኢስሚካ.- (Esh-esmiki)- إيش إسمك

ስምሽ ማን ይባላል?

Fatuma:- ኢስሚ ፋጡማ ክድር-(Esmi-Fatuma Kedir)- إسمي فاطمة خضر

ስሜ ፋጡማ ክድር ይባላል



**Employer:-** አና-ማዳም-ሰሚራ አሊ-ከም-ዐ-ምሩኪ (ana-Semira Ali-kem-umriki)- أنا سميرة علي كم عمرك?  
እኔ ሰሚራ አሊ እባላለሁኝ! እድሜሽ ስንት ነው?

**Fatuma:-** ኡምራ-ከምሰ-ዋ-ዒሽሪን (umri-kemes-wa-eshrin)- عمري خمس وعشرون  
እድሜዬ 25 ነው

**Employer:-** አንቲ-ሙተዘዊጃ (Anti-mutezewija)- أنت متزوجة؟  
አግብተሽል ወይ?

**Fatuma:-** ማተዘዊጃቱ (ma-tazawejitu) ما تزوجت  
አላገባሁም

**Employer:-** ሩህ-ኪርታህ (Ruhi-ertahi)- روعي إرتاحي  
ኢጂ እና እረፊ

**Fatuma:-** ሽክረን (shukran) شكرا  
አመሰግናለሁ

## 1.2. Procedures of Asking for directions, prices of products and services

### Conversation-1. 2 A

**Meseret:-** ሎው-ሰመህቲ-ፊ-አይመካን-አጂድ-ሴይደሊያ (low-samahti-fi-ayemekan-ajid-seydeliya) - لوسمحت في أي مكان أجد الصيدلية؟  
ይቅርታ ፋርማሲ የት ላገኝ እችላለሁ?

**Stranger:-** እምሽ- ቁዳም-ኸምሲን-ሜትር-ሱማ-ልፊ-የሚን-ተጂዲ (kudam \ إمش قدام خمسين متر ثم لف اليمين تجدي)

ወደ ፊት ለፊት 50 ሜትር ሄደሽ ወደ ግራ ስትታጠፊ ታገኚያለሽ

**Meseret:-** ኢንደክ-ፓራሲታሞል? (Endek-paracetamol?)- عندك براستامول؟  
ፓራሲታሞል ይኖራል?

**Pharmacist:-** ነግም-ኢንዲ (neam-endi)- نعم عندي  
አዎ አለ

**Meseret:-** ኡም-ስዕር (kam-sier)- كم  
ዋጋው ስንት ነው?

**Pharmacist:-** ስላሳ-ሪያል (selasa- riyal) ثلاث ريال  
ሶስት ሪያል (ብር)

**Meseret:-** ማ-ዒንዲ-ፋ-ሰ-ኸ kafi-arji(ma-indi-fuluse-kafi)- أرجع ما عندي فلوس كافي  
በቂ ገንዘብ ስለሌለኝ ሌላ ጊዜ እመለሳለሁ



**Pharmacist:-** ጠይብ-(tayyib)طبيب

ጥሩ

### 1.3. Procedures of communicating and clarifying simple instructions

#### Conversation-1.3 A

**Madam:-**ፎዝያ ተሐሊ(Foziya-tehali)- فوزية تعالي

ፎዝያ ነይ

**Foziya:-** ነፃም ማዳም-(neham-madam)- نعم مدام

አቤት ማዳም

**Madam:-** ጃቢ-ሊል-ማ-አሹርብ (jibi-lil- ma-ashureb)- جبلي ماء الشرب

የሚጠጣ ውሃ አምጪልኝ?

**Foziya:-** ተፈደሊ-ማ-(tefadali- ma) تفضل ماء

ይኸው-ውሃው

**Madam:-** ሽክረን ፣ አሊዮም-ገዳ-ሩዝ-ማዕ-ደጃጅ(shukren:-aliyom-geda-ruz-ma-dejaj) شكرا

اليوم غداء الرز مع الدجاج

አመሰግናለው፣ ዛሬ ለምሳ ሩዝ በዶሮ ስሪ?

**Foziya:-** መርሃበን-ማዳም (Merehaben-madam)- مرحبا مدام

እሺ

### 1.4. Procedures of communicating completion of tasks , and seeking feedback on performance.

#### Conversation-1.4 A

**Madam:-** ስላም-አሚልት-ሻይ-አሊቁልቱ-ለኪ(Selam-amilt-shay-aliquletu-leki)- سلام عملت الشاي

اللي قلت لك؟

ሠላም አፍዬ ያልኩሽን ሻይ አፈላሽ?

**selam:-** ነፃም -አሚልት-ሻይ-ወክለስቱ-(neham- amilt-shay-wekelesetu) نعم عملت الشاي وخلصت

አዎ ሻይውን አፍልቼ ጨርሻለው

**Madam:-** ጠይብ-ሃት-ሻይ-(teyib-hat-shay)- طيب هات الشاي

ጥሩ፣ ሻይውን አቅርቢ

**selam:-** ሻይ-ኩዌይስ-(shay-kuwayes)- شاي كويس؟

ሻይው ጥሩ ነው ?

**Madam:-**ነፃም -ኩዌይስ-ላክን-ሻይ-ባሪድ-( neam- kuwayes-lakin-barid )- نعم كويس لكن بارد

ጥሩ ነው ነገር ግን ሻይው ቀዝቅዟል

**selam:-**አፍውን-መረሀ-ክራ-ሁሳኸኸ-(Afwen-mer-hukera-husaheh)- عفوا مرة أخرى أصحح

ይቅርታ ለወደፊቱ አስተካክላለው



<b>Operation Sheet-2</b>	<b>Techniques of repeating, paraphrasing and clarifying all communication to avoid miss understanding</b>
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## 2.1. Procedures of repeating, paraphrasing and clarifying all communication to avoid miss understanding

### Conversation-2.1 A

**Madam:-** እስተሀሚህም-አውላድ-(estehamihem-awelad)- إستحي الأولاد

ልጆቼን ገላቸውን እጠቢያቸው

**Ayat:-** ኩሉ ሁም-መዐ-በዐድ-አው-ለሃለውም(kuluhum-mea-ba,ad-owe-le,haleum) كلهم مع بعض أو لحالهم؟

ሁሉንም አንድ ላይ ነው ወይስ ለየብቻ?

**Madam:-** በናት-ለአለውም-ወለድ-ለአለውም-እስተሀሚህም (benat- le,haleum-weled- le,haleum-estehamihem) بنات لحالهم ولد لحالهم إستحي هم

ሴቶቹን ለብቻ ወንዶቹን ለብቻ እጠቢያቸው

**Ayat:-** ሞያ-ሃር-አው-ባሪድ-እስተሀሚህም( moya-har- owe-barid- estehamihem) مويا حار أو ببارد إستحيهم

በሙቅ ወይስ በቀዝቃዛ ውሃ ነው የማጥባቸው

**Madam:-** ሀሚሚህም-ብሞያ-ሃር-(esta ha mihem-bemoya-har-) إستحيهم بمويا حار

በሙቅ ውሃ እጠቢያቸው

**Ayat:-** ቁልቲ- እስተሀሚህም-ብሞያ-ሃር( quleti-estehamihem- bemoya-har) قلت إستحيهم بمويا حار؟

በሙቅ ውሃ እጠቢያቸው ነው ያልሸኝ?

**Madam:-** ነዐም፣ አልብሰህም-መላብሰል-ጀዲድ(na,am-albsihim-melabesal-jedid) نعم ألبسيهم ملابس الجديد

አዎ፣ስትጨርሺ አዲስ ልብስ አልብሺያቸው

**Ayat:-** መላብስ-አሊ-አሸተሬቲ- አምስ(melabis-ali-eshtareyti-amis)? ملابس اللي إشتريت أمس؟

ትናንት የተገዙትን ማለት ነው?

**Madam:-** ነዐም- (na,am)- نعم

አዎ

**Ayat:-** ጠይብ ማዳም-(Teyib-madam)- طيب مدام

እሺ-ማዳም



## Operation Sheet-3

## Techniques of explaining difficult points

### 3.1. Procedures of Explaining difficult points

#### Conversation-3.1 A

**Almaz:-** )ሎው-ሰመህቲ-ማዳም-ኢሽቲ-ኡሰኪን-ለበን-ወሰካና-ማ-ቲሽተግል (low-samahti- madam-eshti-usekin-leben-wesekana-ma-tishtegel)-  
 لو سامحت مدام إشتي أسخن اللبن والسخانة ما يشتغل  
 ይቅርታ ማዳም ወተት ለማፍላት ፈልጌ የኤሌክትሪክ ምድጃው አልሰራ አለኝ

**Madam:-** አንቲ-ሹፍቲ-ቶውሲል-አልፊሽ-(anti-shufti-towsil-al-fish)؟  
 أنت شفت توصيل فش؟  
 በቅድሚያ የኤሌክትሪክ ሶኬቱ በትክክል መሰካቱን አይተሻል

**Almaz:-** ነዐም-ሹፍቱ-ሙውሰል-( na,am-shuftu-muwesel)-  
 نعم شفت موصل  
 አዎ መሰካቱን አይቻለው

**Madam:-** ኸለ-አና-አተሲል-ሊከህሩባኢ-( kali ana ,atastil likahraba,i)  
 خل أنا أتصل لكهربائي  
 ተይው በቃ እኔ ለኤሌክትሪክ ምድጃ ሰሪ እደውላለው

**Almaz:-** ጠይብ ማዳም-(Teyib-madam)-  
 طيب مدام  
 እሺ ማዳም

#### Conversation-3.1 B

**Zinet:-** ሎው-ሰመህቲ-ማዳም-አሰሪር-ማየንክፊድ-( low-samahti- madam- aserir-mayenkefid )  
 لو سامحت مدام السرير ما ينخفض  
 ይቅርታ ማዳም አልጋው ዝቅ አልል አለኝ

**Madam:-** ኢድገጥ-ሃዛ-አዘር- የንክፊድ-ለኪ-(idget-haza-azer-yenkefid-leki )  
 إضغطي هذا الزر ينخفض لك  
 ይህን ምልክት ስትጫኒ ዝቅ ይልልሻል

**Zinet:-** ሹክረን ማዳም (shukren- madam)  
 شكرا مدام  
 አመሰግናለሁ ማዳም



LAP Test	Practical Demonstration
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Name: \_\_\_\_\_ Date: \_\_\_\_\_

Time started: \_\_\_\_\_ Time finished: \_\_\_\_\_

**Instructions:** Given necessary templates, you are required to perform the following conversation within 6 hour.

**Task 1. Perform a conversation on the following basic communication needs**

- Greetings and introductions
- Asking for directions, prices of products and services
- Communicating and clarifying simple instructions
- Communicating completion of tasks , and seeking feedback

**Task 2. Perform a conversation on repeating, paraphrasing and clarifying communication**

**Task 3. Perform a conversation explaining difficult points**





# **Domestic work**

## **Level II**

### **Learning Guide -34**

**Unit of Competence: Use Arabic language to Communicate in a Domestic work setting**

**Module Title: Using Arabic language to Communicate in a Domestic work setting**

**LG Code: LSA DWR2 M08 L03-LG-34**

**TTLM Code: LSA DWR2 TTLM 0419v1**

### **L03. Use language effectively to Communicate in difficult Situations**



## Instruction Sheet

## Learning Guide #-34

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Seeking assistance to respond to situation or problems
- Appropriate apologies and expressions of regret in Arabic language and culture

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to –

- Identify and seek for assistance from others in order to better respond to the situation or problems.
- convey Appropriate apologies and expressions of regret, specific to language and culture are for the difficult situation

### Learning Instructions:

- 1) Read the specific objectives of this Learning Guide.
- 2) Follow the instructions described in number 3 to 7.
- 3) Read the information written in the “Information Sheets 1” and “Information Sheets 2” in page 29 and 32 Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
- 4) Accomplish the “Self-check 1” and “Self-check 2” in page -.31 and 34
- 5) Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
- 6) If you earned a satisfactory evaluation proceed to “Operation Sheet 1” and “Operation Sheet 2” in page 35 and 36 However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #2.
- 7) Accomplish the “LAP Test” in page 37 and this will form part of your training portfolio.



<b>Information Sheet-1</b>	<b>Seeking assistance to respond to difficult situation or problems</b>
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### 1.1. In a work area employees can face some bad situations or problems such as:-

- **Conflicts**-is a problem/ a condition which happens when two or more people can not solve their differences/problems by discussion.
- **Challenging situations** -are situations which makes employees unable to do their job in a good manner. Some major challenging situations can be Health problems, sexual harassments, high Job load, lack of sleep ..etc
- **Emergency situations**-are situations which needs immediate response to control them. For instance fire emergencies, robbery, patients severe illness..etc

To seek assistance for such kinds of problems employees must know the following Arabic vocabularies and phrases listed in the following table

Table 1.1. Arabic vocabularies and phrases useful to seek assistance in the case of conflicts, challenging situations and emergencies

Amharic meaning	English meaning	Arabic words, phrases and their pronunciation
አለመግባባት	Conflict	(kilaafh) خلاف
ቃጠሎ	Fire burn	(hariik) حريق
እሳት	Fire	(naar) نار
ፍርሃት	Fear	(koof) خوف
ሰበረ	Break	(kasr) كسر
ተደፋ/ፈሰሰ(ለፈሳሽ ነገር)	Spilled	(inkabba) انكب
መታኝ/መታችኝ	He/she hit me	(darabanii) ضربني
ሰደበኝ/ሰደበችኝ	He/ she insulted me	(shatamanii) شتمني
ያዘኝ	He caught me	(amsakanii) أمسكني
መውደቅ	Fall	(waqa, tu) وقعت
በጥፊ መታኝ/መታችኝ	He/she slapped me	(darabani bilkaf) ضربني بالكف
በእርግጫ መታኝ/መታችኝ	Kicked with his/her leg	(rafsani) رفسني
መቁረጥ	Cut	(qata, atu) قطعت
ቢላ	Knife	(sikkin) سكين
መሮጥ	Run	(jaraa) جرى
ማምለጥ	Escape	(haraba) هرب
ሌባ	Thief	(saarik\haraamii) سارقا حرامي



		ሃራማ
ፖሊስ	police	(shurtaa)ሸርጣشرطة
ወደቀ	Fell	(sakata)ሰቀመسقط
ሽጉጥ	Small gun	(musaddas)ሙሰደስمسدس
ሞት/ግድያ	Death	(mot\katl)ሞት/ ቀትልموت\قتل
መድፈር/ ትንኮሳ	Rape \Harrasment	(igtisaab)ኢግቲሳብإغتصاب
ቢሮ	office	(maktab)መክተብمكتب
ኤምባሲ	Embassy	(sifaara)ሰፋራالسفارة



## Self-Check -1

## Written Test

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List 5 Arabic words helpful in the case of seeking assistance in the case of conflicts, challenging situations and emergencies?

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**Note: Satisfactory rating - 3 points**

**Unsatisfactory - below 3 points**

### Answer Sheet

Score = \_\_\_\_\_

Rating: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Short Answer Questions



<b>Information Sheet-2</b>	<b>Appropriate apologies and expressions of regret in Arabic language and culture</b>
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## 2.1. Apologies and expressions of regret

Due to several reasons employees and employees can get in to conflicts. To solve problems of conflicts apologizing and expressing regrets are very essential. Here below are some Arabic vocabularies and phrase usefull in the case of appologizing and expressing regrets

**Table 2.1. Arabic vocabularies and phrases for appologizing and expressing regrets**

Amharic meaning	English meaning	Arabic pronunciation
ይቅርታ (ለትህትና)	Excuse me	(afwan\maziratan) عفو\مذرة /ማእወዝረተን
ይቅርታ አድርግልኝ (ለጥፋት)	Forgive me	(saamihonii) سامحني
አዝናለው	Sorry	/አሲፍ /aasif آسف
ረሳው	I forgot	(nasiit) نسييت
ቆዩ	To late	(ta, akkarttu) تأخرت
አይዘጋጅም/ሽ ምንም አይደለም	Dont worry it's alright	(abshir laayuhimmuka) أبشر لا يهكم
አትዘን	Dont be sad	(laatahzan) لاتحزن
ደስታ	Pleasure	(suruur\farhaan) سرورا فرحان
መደሰት	happy	(mabsuut) مبسوط
ከዛሬ በኋላ	After today	(ba, ad alyoom) بعداليوم
አልገባኝም	I don't understand	(mafahimtu) ما فهمت
ትክክል/ጥሩ ነው (ለማለት)	Correct\well done	(tamaam) تمام
አድሜህ ይርዘም	May God lengthen your age	(alla, utawwil, umrika) الله يطول عمرك
አልወድም	I don't like	(laa, uhibbu) لا أحب
አላህ ካለ	God willing	(insha, alla) إنشاء الله
ማሻላህ	Mashallah	(maasha, alla) ماشاء الله
ከባድ	Hard\deficalt	(sa, ab) أصعب
ቀላል	Easy	(sahal) سهل
አቅም	capacity	(kudra\istitaa, aa) قدرة\الاستطاعة
አልረሳም	I will not forget	(lan ansaaka) لن أنسى
ለምን	Why?	(leesh\limazaa) ليش\المأذا
ማዳመጥ	Listen	(ismaa) اسمع



ስህተት	Mistake	(kataa)ክጥፋ
በቃ(ለቁጣ)	enough	(kalaas)ክላስ
እፈልጋለሁ	I want	(uriid\ishti)ኡሪዳ/ኡሸቲ
አልፈልግም	I don't want	(ma,ashti)ማኡሸቲ



## Self-Check -2

## Written Test

**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List s 5 Arabic words helpfull in the case of appologizing and expressing regrets

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-----	-----
-----	

**Note:** Satisfactory rating - 3 points

Unsatisfactory - below 3 points

### Answer Sheet

Score = \_\_\_\_\_

Rating: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Short Answer Questions





Operation Sheet-1	Seeking assistance to respond to difficult situation or problems
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- Procedures of communication during conflicts, challenging conditions and emergencies

### Conversation-1.1A

Hiwot:- ሄሎ ስላሙ ዐሌይኩም (Hello-assalamu,aleykum) هلو السلام عليكم  
ሄሎ ስላም ላንቺ ይሁን

Madam:- ወዐሌይኩም ስላም- (wa,leykum salam) وعليكم السلام  
ስላም ላንቺ ይሁን

Hiwot:- አና-ሂሩት-አልወለድ-ከቢር-ይድሩብኒ-(ana-hirut-alwalad-kebir-yiderubni) أنا هيروت الولد الكبير  
يضر بني

ሂሩት ነኝ፣ ትልቁ ልጄሽ እየደበደበኝ ነው

Madam:- ሌሽ(lesh)-? ليش-؟  
ለምን

Hiwot:- ላዚም-አኑም-መሂክ-የቁል-(lazim-anum-mayik-yequl)- لا زم أنوم معك يقول-  
ከእኔ ጋር ካልተኛሽ ብሎ

Madam:-hadi-nefsik-uqati-amal-wajik-alan هدي نفسك أقاطع العمل وأجيك الآن  
ተረጋጊ ስራዬን አቋርጬ አሁኑኑ እመጣለሁ

Hiwot:- ጠይብ ማዳም-(Teyib-madam) طيب مدام  
እሺ ማዳም

### Conversation-1B

Hirut:- ሄሎ ስላሙ ዐሌይኩም (Hello-assalamu,aleykum) هلو السلام عليكم  
ሄሎ ስላም ላንቺ ይሁን

Madam:- ወዐሌይኩም ስላም- (wa,leykum salam) وعليكم السلام  
ስላም ላንቺ ይሁን

Hirut:- አጢፍሉ-የተቀያዕ-ሙተታሊያን-ኤሽ-ኡሰዊ-(atiflu-yeteqeya-mutetaliyen-esh- usewi)- الطفل  
يتقيع متتاليا أيش اسوي؟

ህፃኑ ያለማቋረጥ እያስመለሰው ነው ምን ላድርግ ?

Madam:-መዐሰዋቅ-ኩዙ-አጢፍል-ኢላ-አቅርብ-ሙስተሸፋ-(masewaq-kuzu-atifel-ila-aqereb- مع  
السواق خذا إلى أقرب مستشفى  
musteshfa)

ከሹፌሩ ጋር ህፃኑን ቅርብ ወደ አለ ሐኪም ቤት ይዛኝሁት ሂዱ

Hirut:- ጠይብ- ጠይብ- ማዳም-(Teyib- Teyib -madam) طيب طيب !  
እሺ እሺ ማዳም



Operation Sheet-2	Procedures of conveying apologies and expressing regrets
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## 2.1. Procedures of conveying apologies and expressing regrets

### Conversation-2.1 A

**Madam:-**መን-አለክሰር-ቲልፋዝ-(men-alikeser-tilfaz) من اللي كسر التلفاز؟

ማነው ቲቪውን የሰበረው ?

**Ruqiya:-** አና-ማዳም-(ana- madam) أنا مدام

እኔ ነኝ ማዳም

**Madam:-** ኬፍ-ክሰር-ቲ-(kef-keserti) كيف كسرت؟

እንዴት ትሰበረያለሽ

**Ruqiya:-** ኩንቲ-ኩንዢፍ-ወቀፀ-ዐለያ-(kuntu-unezif-weqe,a-aleya) كنت أنظف وقع علي

እያፀዳሁት እያለ ወድቆብኝ ነው

**Madam:-** ማ-ቲነዢፊ-ቢል-ኢንትባህ(ma-tinezifi-bil-entibah) ما تنظفي بالإنتيباه!

ተጠንቅቀሽ አታፀጂም ነበር

**Ruqiya:-** asif- madam-ana-hazinun-liani- kesertu- tilfaz آسف مدام أنا حزين لأنني كسرت التلفاز

ይቅርታ ማዳም ቲቪውን ስለሰበርኩት አዝኛለው



LAP Test	Practical Demonstration
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Name: \_\_\_\_\_ Date: \_\_\_\_\_

Time started: \_\_\_\_\_ Time finished: \_\_\_\_\_

**Instructions:** Given necessary templates, tools and materials you are required to perform the following tasks within **6** hours.

**Task 1.** Perform a conversation on seeking assistance to respond to difficult situation or problems

**Task 2.** Perform a conversation on conveying apologies and expressing regrets