

## PROBLEMS AND OPPORTUNITIES.- Session 2.- When problems arise.

### Caso práctico

Read the text and listen to Jack and François discussing some problems related to a contract agreement.

Script



**Jack:** All right Francois; I think we agree on most of the general terms of our contract. Now, let's get down to the nitty-gritty. There is still an issue I'd like to discuss.

**François:** What is the issue you'd like to discuss? I'm open to negotiate any part of the contract.

**Jack:** Well, to be honest, I'm a bit concerned about the company's policy on returns. Your secretary sent me a summary with all the important points and, as I see it, your policy insures the customer against any damage caused during shipping but it does not cover any problems resulting from incorrect assembly or operation by the customer.

**François:** Yes, to be frank, if it's the customer's fault, we won't pay. But we have some additional advantages related to our shipping agreement. For example, considering the size of the contract we are talking about here, which is a three-year contract, we could extend our cover to include installation difficulties.

**Jack:** What does that mean exactly?

**François:** An extension of the cover with special conditions which will insure your goods during the installation period. This will include the installation itself and the first two months.

**Jack:** Mm, I see, would that additional cover have any extra costs for my company?

**François:** Not necessarily. Providing you paid on delivery, I think we could reach an agreement with the insurance company.

**Jack:** But, that's a big problem for me! We work with trade credit. I'm getting my stuff from different suppliers and on a 30-day payment basis and supplying retailers who pay me on a 60-day payment term. I was hoping we could work out a compromise. If not, I might have to consider alternative solutions....

**François:** That won't be necessary, Jack, I'm sure we'll find common ground. What about a 15% on delivery and the rest on 60-day payment?

### Autoevaluación

Decide if the following statements are true or false:

Jack and François have already agreed on most of the general terms of their contract.

- True.
- False.

That's correct.

That's not exact.

#### Solución

1. Opción correcta (Retroalimentación)
2. Incorrecto (Retroalimentación)

François is willing to negotiate.

- True.
- False.

That's right.

That's not correct.

#### Solución

1. Opción correcta (Retroalimentación)
2. Incorrecto (Retroalimentación)

Jack is worried about Baby Smiles' policy on returns.

- True.
- False.

Fantastic.

Not exactly.

**Solución**

- 1. Opción correcta (Retroalimentación)
- 2. Incorrecto (Retroalimentación)

The insurance covers any damage caused by the customer.

- True.
- False.

Are you sure?

Excellent!

**Solución**

- 1. Incorrecto (Retroalimentación)
- 2. Opción correcta (Retroalimentación)

François offers to extend their insurance cover because they are going to sign a big contract.

- True.
- False.

Correct.

Are you sure?

**Solución**

- 1. Opción correcta (Retroalimentación)
- 2. Incorrecto (Retroalimentación)

Jack's company can easily pay on delivery.

- True.
- False.

Try again.

Great!

**Solución**

- 1. Incorrecto (Retroalimentación)
- 2. Opción correcta (Retroalimentación)

François offers a 60-day payment term for the 85% of the product.

- True.
- False.

Amazing.

That's not exact.

**Solución**

- 1. Opción correcta (Retroalimentación)
- 2. Incorrecto (Retroalimentación)



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Aviso Legal

## 1.- What to say. Writing letters of complaint.

### Citas Para Pensar

*Constant complaint is the poorest sort of pay for all the comforts we enjoy.*

**Benjamin Franklin.**

### Think about it

Think about the situations when you have complained and answer the following questions:

- ✓ How did the person you spoke to react to your comments?
- ✓ What action was taken to solve your problem?
- ✓ How satisfied were you with the result?

When writing a letter of complaint there are some useful tips to consider:

- ✓ State what went wrong exactly, when, where, who was involved, what was said or done. Provide some evidence if possible.
- ✓ Explain what you expect from your complaint.
- ✓ State a time limit for when you expect a reply.
- ✓ Be assertive.
- ✓ Make sure you address the complaint to the relevant person.



### You should know

Now click on the following link and put the paragraphs in the correct order to have a model of a letter of complaint:

[Sample of a letter of complaint.](#)

### A step ahead

If you want to know more about the organization of letters of complaint click on the following link:

[How to write complaint letters.](#)

## 1.1.- Answering a letter of complaint.

Let's see now how to answer a complaint letter.

**VERY IMPORTANT:** Decide, before you write the letter, if the complaint is wholly or partly justified or not; if so, decide whether you are going to merely apologize, give excuses or offer some kind of compensation.

If something is not attributable to you, say so, while expressing sympathy (*I can understand...*). Do not be rude.



- ✓ **First paragraph:** Thank for previous letter and make general apology.
  - ◆ *I am sorry to hear that...*
  - ◆ *I am writing to .....apologize for all the inconveniences...*
    - ◆ *caused by...*
    - ◆ *that arose during your stay/ holiday at...*
- ✓ **Second paragraph:** Make specific apology and give explanations or reasons for each complaint.
  - ◆ *Concerning..., I would like to explain that...*
  - ◆ *With reference to..., I must say that...*
  - ◆ *Regarding... , I was surprised to hear that... ; we are looking into the matter and hope to give you an explanation as soon as we find out what happened.*
  - ◆ *While we understand that... was inconvenient / not to your satisfaction, we must remind you that... / we must tell you that we are not responsible for...*
  - ◆ *I would like you to accept our apologies for (the lack of... the poor standard in...).*
- ✓ **Third paragraph:** offer some kind of compensation (if applicable).
  - ◆ *As a sign of our concern, we would like to offer...*
  - ◆ *Although it is difficult to compensate you for the inconveniences suffered, we would like you to accept...*
- ✓ **Fourth paragraph:** Repeat apology/promise it will not happen again.
  - ◆ *We would like to apologize again, and can assure you that such situations will not occur in the future.*
  - ◆ *We have detected the problem, and have taken immediate action to ensure it does not happen again.*

### A step ahead

Here you can find some tips for dealing with complaints.

[Dealing with complaints.](#)

You can read a short article about customer complaints.

[Customer complaints.](#)

## 1.2.- Sample complaint / apology letters.

Here is the main part of a letter of complaint.

Dear Mr Bennet,

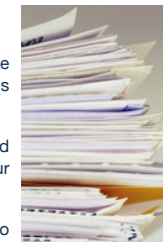
I am writing this letter regarding the unsatisfactory delivery of the items that I received on 20 June. Upon delivery, I found the items were severely damaged.

I would like to make arrangements to return it for a full refund including the shipping charge to send the items back to your warehouse.

I would appreciate your prompt response upon this matter. Please do not hesitate to contact me for any questions. Thank you in advance.

Yours sincerely,

J. Sorensen.



**Here is the reply from the Manager.**

Dear Mr Sorensen,

We are very sorry that the delivery of goods that you received on 20 June was defective. We understand your disappointment and appreciate the inconvenience this must have caused your organization and the logistics problems that .....ensued. There is no question that the product we delivered did not meet the very high standards our customers have come to expect and should continue to demand.

I can promise you that the highest quality standards will be met in the future because protecting our reputation for delivering the best product on the market is a key priority for us. Again, I apologize for our mistake and regret any inconvenience caused as a result.

Although it is difficult to compensate you for the inconveniences suffered, we would like you to accept a replacement of the product and a full refund including the shipping charge.

If there is anything else that we can do to minimize your inconvenience in regard to this matter, please don't hesitate to contact us.

Yours sincerely,

Alan Bennet.

Manager.

Text adapted from <http://www.lettersandforms.com/free-complaint-letters/damaged-goods-complaint%20-letter.html> and <http://www.perfectapology.com/sample-business-apology-letter.html>

### You should know

**Listen to a man leaving a complaint on an answering machine and answer the questions.**

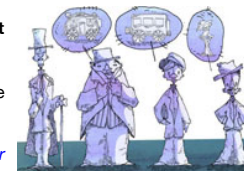
Answering machine complaint.

## 2.- How to say it. Reported speech. Statements.

When we want to report what someone else said, we can use **direct speech** or **reported speech**.

In **direct speech**, we repeat the exact words someone said and we use quotation marks:

✓ *The receptionist said: 'The international calls are rather expensive'*



In **reported speech**, we do not repeat the exact words someone said and we don't use quotation marks. We make some changes in the original message, although the meaning of the sentence remains the same.

✓ *The receptionist said **that** the international calls **were** rather expensive.*

### Think about it

Which changes can you find between the first and the second example?

You're right! There are three main changes:

- ✓ In reported speech quotation marks are not used.
- ✓ In reported speech the conjunction 'that' is used after the introductory verb.
- ✓ There is a change in verb tense in the subordinate sentence.

As you can see from the examples above, in direct speech the verb tense is in simple present. However, in reported speech it is in simple past. In the table below, you will see how tenses change from direct to reported speech. It is called **tense shift**:

#### Tense shift

Direct speech	Reported speech
✓ Simple present <i>'I go on holidays every year'</i>	✓ Simple past <i>He said that he went on holidays every year.</i>
✓ Present continuous <i>'I'm booking the hotel on the Internet'</i>	✓ Past continuous <i>He said that he was booking the hotel on the Internet.</i>
✓ Present perfect	✓ Past perfect

Direct speech	Reported speech
'I <b>have called</b> reception'	He said he <b>had called</b> reception.
✔ Past simple 'I <b>signed</b> for some meals and drinks'	✔ Past simple / Past perfect He said he <b>signed / had signed</b> for some meals and drinks.
✔ Past continuous 'I <b>was complaining</b> about the bill'	✔ Past continuous / Past perfect continuous He said he <b>was complaining / had been complaining</b> about the bill.
✔ Future (will) 'I <b>will pay</b> with traveller's cheques'	✔ Conditional He said he <b>would pay</b> with traveller's cheques.
✔ Must 'I <b>must phone</b> Seattle'	✔ Had to He said he <b>had to phone</b> Seattle.

When the introductory verb is in present, future or present perfect, the verb tenses do not change from direct speech to reported speech:

- ✔ The receptionist **has said / will say**: 'The International calls are rather expensive'
- ✔ The receptionist **has said / will say** that the international calls are rather expensive.

There is no verb tenses change from direct speech to reported speech if we are reporting a general truth:

- ✔ He said: 'Hilton is a hotel'
- ✔ He said that Hilton is a hotel.

Apart from changing the verb tenses, there are some words and time expressions which also change from direct to reported speech:

### Changes in time expressions from direct to reported speech

Direct speech	Reported speech
Now.	Then.
Today.	That day.
Yesterday.	The day before / the previous day.
Tomorrow.	The next day / the following day.
This week.	That week.
Last week.	The week before / the previous week.

Direct speech	Reported speech
Next week.	The week after / the following week.
Here.	There.

## Ejercicio Resuelto

Click to read the Spanish translation:

Cuando queremos informar de lo que alguien ha dicho podemos hacerlo usando estilo directo o estilo indirecto.

Si usamos estilo directo repetimos las palabras exactas del hablante, y por lo tanto hemos de meterlo entre comillas; sin embargo, si usamos estilo indirecto no repetimos las palabras exactas y no usamos comillas pero aunque introduzcamos algunos cambios el significado de lo que transmitimos tiene que ser igual que el mensaje original. Los principales cambios que se producen al transformar una oración de estilo directo a estilo indirecto son:

- ✔ Los tiempos verbales.
- ✔ Palabras y expresiones temporales.

No se produce cambio alguno en el tiempo verbal, si el verbo introductorio se encuentra en presente, presente perfecto o futuro, o bien si la información que estamos transmitiendo es una verdad universal.

## 2.1.- Reported Speech. Questions and orders.

Now that you know how to report statements, let's have a look at how to report questions and orders.

### Reporting questions:

We can also report what another person has asked:

#### Direct speech.

- Mr. Adams asked: *Can I pay with traveller's cheque?*

#### Reported speech.

- Mr. Adams asked **if / whether** he could pay with traveller's cheque.

The question in the direct speech is a **yes/no question** which begins with the auxiliary **can**. When in direct speech we have a yes/no question in reported speech we need **if or whether** after the introductory verb.

Let's consider now **wh-questions**:

- Direct speech:** Mr. Adams asked: *What time does the poolside bar close?*

- Reported speech:** Mr. Adams asked **what time** the poolside closed.

As you can see from the examples when in direct speech we have a wh- question, the reported speech is introduced with the same **wh- word**.

### A piece of advice

When reporting questions it is very important to consider the order after the **wh- word** or **if/whether** in reported speech. It must follow the structure **Subject + Verb**:

Mr. Adams asked **what time** the poolside closed. (Underlined words: Subject + Verb).

**This sentence is incorrect in English:**

Mr. Adams asked **what time** closed the poolside. (Underlined words: Verb + Subject)

### Reporting orders:

When reporting orders there are two introductory verbs which can be used in reported speech:

#### Direct speech:

- 'Open your suitcase'.

#### Reported speech:

- The policeman **told / ordered** me to open my suitcase.

As you can see from the example we are using the verb **tell** or **order** with the following structure:

**TELL / ORDER SOMEBODY TO DO SOMETHING.**

If the sentence is negative the structure is the following one:

**TELL / ORDER SOMEBODY NOT TO DO SOMETHING.**

### Ejercicio Resuelto

Click to read the Spanish translation:

#### Estilo indirecto: preguntas.

Cuando transformamos una oración interrogativa de estilo directo a estilo indirecto es importante distinguir entre preguntas de respuesta **si/no** o preguntas introducidas por una palabra interrogativa. Si es el primer caso, utilizamos **if/whether** (si) tras el verbo introductorio. Si estamos ante el segundo caso, lo que utilizamos tras el verbo introductorio es la misma palabra interrogativa que habíamos usado en estilo directo.

#### Estilo indirecto: órdenes.

Cuando transformamos una oración imperativa de estilo directo a estilo indirecto utilizamos como verbos introductorios **tell** (decir) u **order** (ordenar) seguidos de la persona a la que se le ordena y de un infinitivo.

## 2.2.- Now you put it into practice (I).



### Autoevaluación

Last week you met a friend of yours, Kate. She told you a lot of news. Report all these sentences to another friend:

1. 'My boyfriend is on holiday now'.

Kate told me that \_\_\_\_\_ on holiday \_\_\_\_\_

2. 'My parents are visiting some friends in France'.

He told me that \_\_\_\_\_ some friends in France.

3. 'My father took his car and drove for 20 hours last week'.

She said to me that \_\_\_\_\_ his car and \_\_\_\_\_ for \_\_\_\_\_ 20 \_\_\_\_\_ hours

4. 'My mum must fly to London'.

She said that \_\_\_\_\_ to London.

5. 'You can come to my house tomorrow'.

She told me that \_\_\_\_\_ to her house \_\_\_\_\_

6. 'I will be at home all day'.

She said that \_\_\_\_\_ all day.

7. 'I haven't been to the cinema for ages'.

She said to me that \_\_\_\_\_ to the cinema for ages.

8. 'We ate here yesterday'. She said that \_\_\_\_\_ yesterday.

Enviar

1. 'My boyfriend is on holiday now'.  
Kate told me that **her boyfriend was** on holiday **then**.
2. 'My parents are visiting some friends in France'.  
He told me that **her parents were visiting** some friends in France.
3. 'My father took his car and drove for 20 hours last week'.  
She said to me that **her father took / had taken** his car and **drove / had driven** for 20 hours **the week before / the previous week**.
4. 'My mum must fly to London'.  
She said that **her mum had to fly** to London.
5. 'You can come to my house tomorrow'.  
She told me that **I could go** to her house **the next day / the following day**.
6. 'I will be at home all day'.  
She said that **she would be at home** all day.
7. 'I haven't been to the cinema for ages'.  
She said to me that **she hadn't been** to the cinema for ages.
8. 'We ate here yesterday'. She said that **they ate / had eaten there** yesterday.

### Autoevaluación

Report the following questions:

1. "Are your parents from this town?" she said to me.

She asked me \_\_\_\_\_

2. "Do you go out often?" he said to her.

He asked her \_\_\_\_\_

3. "Are they repairing a car now?" she said to him.

She asked him \_\_\_\_\_

4. "When will you move from this town?" I said to her.

I asked her \_\_\_\_\_

5. "Why did you leave your computer on yesterday, Mary?" He said.

He asked Mary \_\_\_\_\_

6. "Where is she from?" he said to me.

He asked me \_\_\_\_\_

7. "Do you usually study with your dictionary, Paula?" I said.

I asked Paula \_\_\_\_\_

Enviar

1. "Are your parents from this town?" she said to me.  
She asked me **if / whether my parents were from this town**



2. "Do you go out often?" he said to her.  
He asked her **if / whether she went out often**.
3. "Are they repairing a car now?" she said to him.  
She asked him **if / whether they were repairing a car then**.
4. "When will you move from this town?" I said to her.  
I asked her **when she would move from that town**.
5. "Why did you leave your computer on yesterday, Mary?" He said.  
He asked Mary **why she had left her computer on the day before**.
6. "Where is she from?" he said to me.  
He asked me **where she was from**.
7. "Do you usually study with your dictionary, Paula?" I said.  
I asked Paula **if / whether she usually studied with her dictionary**.

## You should know

Click on the following links to finish the imperative sentences using reported speech:

[Reported speech: Orders.](#)

[Reported speech: Negative commands.](#)

On the following link you will find a reported speech quiz. Do it to review what you have studied:

[Reported speech quiz.](#)

## A step ahead

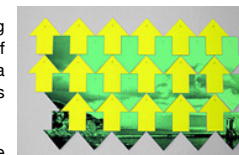
You will find more exercises on reported speech if you click on the following links:

[Mixed reported speech 1.](#)

[Mixed reported speech 2.](#)

## 2.3.- Emphatic stress.

If you want to put emphasis on some words when you are speaking you can pronounce it louder, longer and / or higher than the rest of words. In conversation we normally do this when we want to make a contrast with what the other person says or correct the other person's information.



In the following sentence Daniel Adams wants to emphasize that the hotel bill was expensive, so he uses an intensifier adverb which receives emphatic stress:

✓ The bill was **extremely** expensive.

The underlined word is the one which is pronounced louder, longer and/or higher than the rest of words in the sentence.

✓ **Emphasizing added details.**

When you are involved in a conversation and you add new details to the given information, these new details are emphasized:

–A: I've heard you are going on holidays.

–B: Yes, I'm going to **India** on holidays.

✓ **Emphasizing important words.**

You can also emphasize the most important words in you conversation:

Excuse me, I told you I wanted my steak **overdone**.

✓ **Emphasizing contrasting alternatives.**

When we present alternatives, we must emphasize the contrast between them:

Would you like **black** coffee or **white** coffee?

Would you like **red** wine or **rosé** wine?

✓ **Emphasizing corrections.**

When we are talking to a person and we hear wrong information, we correct it by emphasizing the correct information:

Excuse me Mr. Adams, I didn't say forty. I said **fourteen**.

## Ejercicio Resuelto

Click to read the Spanish translation:

Cuando estamos hablando y queremos enfatizar alguna palabra, la pronunciamos con un tono más alto o con una mayor longitud que el resto de las palabras de la oración. Normalmente esto lo hacemos cuando:

- ✓ Queremos enfatizar nuevos detalles añadidos a una información previamente dada.
- ✓ Queremos enfatizar palabras importantes en nuestro discurso.
- ✓ Queremos enfatizar el contraste entre alternativas.

✓ Queremos enfatizar la corrección a una información errónea.

## Autoevaluación

Read the following short conversations and write in the space provided the word or words which receive emphatic stress:

### Conversation a.

-A: Did you order fries, sir?

-B: Yes, French fries: .

### Conversation b.

-A: Did you book a table by the exit door?

-B: No, I booked a table by the window: .

### Conversation c.

-A: Are you ready to order?

-B: Yes, Sir.

-A: Would you prefer spinach soup or pumpkin soup?:  / .

### Conversation d.

-A: Here is your white coffee ma'am.

-B: Excuse me, I ordered black coffee: .

Enviar

## 3.- Words you need. False friends.



### Think about it

How do you translate into Spanish the following words?

*Carpet, diversion, actually, library*

Did you say **carpeta, diversión, actualmente, librería**?

I'm sorry! You are wrong!

In English there is a group of words which are called **false friends** because they deceive the English learner. They are similar to Spanish words, but they mean something completely different. Students are likely to misidentify these words.

Here is a list of false friends for you to compare their forms and meaning:

### False friends

False friend	Translation	We think it is the Spanish word...
Actual.	Real.	Actual.
Actually.	Realmente.	Actualmente.
Advertise.	Anunciar.	Advertir.
Advice.	Consejo.	Aviso.
Argument.	Discusión.	Argumento.
Assist.	Ayudar.	Asistir a un sitio.
Attend.	Asistir.	Atender.
Balloon.	Globo.	Balón, pelota.
Brave.	Valiente.	Bravo.
Carpet.	Alfombra.	Carpeta.

False friend	Translation	We think it is the Spanish word...
Cartoon.	Dibujos animados.	Cartón.
Casualty.	Víctima, herido.	Casualidad.
Cigar.	Puro.	Cigarro.
Conductor.	Director de orquesta, cobrador.	Conductor.
Conference.	Reunión, congreso.	Conferencia.
Discussion.	Debate.	Discusión.
Disgust.	Asco.	Disgusto.
Diversion.	Desvío.	Diversión.
Educated.	Con estudios.	Educado.
Embarrassed.	Avergonzado.	Embarazada.
Eventually.	Finalmente.	Eventualmente.
Exit.	Salida.	Éxito.
Fabric.	Tela.	Fábrica.
Fume.	Humo, gas	Fumar.
Grocery.	Tienda de comestibles.	Grosería.
Idiom.	Frase hecha, modismo.	Idioma.
Inhabitant.	Habitante.	Deshabitado.
Involve.	Suponer, implicar.	Envolver.
Large.	Grande.	Largo.
Lecture.	Conferencia.	Lectura.
Library.	Biblioteca.	Librería.
Media.	Medios de comunicación.	Media.
Molest.	Abusar sexualmente.	Molestar.
Note.	Nota, apunte.	Nota académica.
Notice.	Nota, anuncio.	Noticia.
Parents.	Padres.	Parientes.
Policy.	Política.	Policía.
Pretend.	Fingir.	Pretender.

False friend	Translation	We think it is the Spanish word...
Quiet.	Tranquilo, callado.	Quieto.
Quit.	Abandonar, renunciar a.	Quitar.
Rare.	Poco hecho, escaso.	Raro.
Realise	Darse cuenta.	Darse cuenta.
Sane.	Cuerdo.	Sano.
Sensible.	Sensato.	Sensible.
Suburb.	Barrio periférico	Suburbio.
Success.	Éxito.	Suceso.
Support.	Apoyar.	Soportar.
Tramp.	Vagabundo.	Trampa.
Vicious.	Malicioso.	Vicioso.

### 3.1.- Now you put it into practice (II).



#### Autoevaluación

There are false friends in the following sentences. Change the false friend into the correct word:

- ✓ A colleague of mine can speak three idioms.
- ✓ A colleague of mine can speak three .
- ✓ That guy looks very sane; he must have a good diet.
- ✓ That guy looks very ; he must have a good diet.
- ✓ That man who works with me is very rare.
- ✓ That man who works with me is very .
- ✓ The manager keeps all the important documents in his black carpet.
- ✓ The manager keeps all the important documents in his black .
- ✓ Students should assist all their classes.
- ✓ Students should  all their classes.
- ✓ Did you get good notes in the February exams?
- ✓ Did you get good  in the February exams?
- ✓ I have got some good notices for you; we will have a week off next month.
- ✓ I have got some good  for you; we will have a week off next month.

Enviar

#### Autoevaluación

Choose the appropriate word for each definition:

To feel ashamed.

- Embarrassed.
- Pregnant.

To be pregnant is when a woman is having a baby developing in the uterus.

Are you sure?

#### Solución

1. Opción correcta (Retroalimentación)
2. Incorrecto (Retroalimentación)

How do you call a person who drives a car?

- Conductor.
- Driver.

Not really.

A conductor is a person who collects tickets on a bus or a train.

#### Solución

1. Incorrecto (Retroalimentación)
2. Opción correcta (Retroalimentación)

When two people do not agree with their opinions and they talk about it angrily, what are they doing?

- Discussing.
- Arguing.

Not really.

When you **argue** you do it in a heated way, but when you discuss you just talk to give your opinion.

#### Solución

1. Incorrecto (Retroalimentación)
2. Opción correcta (Retroalimentación)

Where do poor people live?

- In the suburbs.
- In the slums.

Are you sure?

In English, a **suburb** is a residential district far from the city centre.

**Solución**

- 1. **Incorrecto** (Retroalimentación)
- 2. **Opción correcta** (Retroalimentación)

How do you call a person who is respectful and considerate of other people?

- Polite.
- Educated.

An **educated** person, is a person with knowledge and culture.

Not really.

**Solución**

- 1. **Opción correcta** (Retroalimentación)
- 2. **Incorrecto** (Retroalimentación)

**You should know**

Do the following activity to consolidate your knowledge on false friends:

[False friend activity.](#) (0.04 MB)






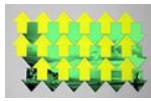



**A step ahead**

For a complete list of false friends, click on the link below:

[False friends list.](#)

**Appendix.- Licenses of Resources.**

**Licenses of Resources used in session 02. "When problems arise".**

Recurso (1)	Datos del recurso (1)	Recurso (2)	Datos del recurso (2)
	By: Stockbyte. License: Uso educativo no comercial para plataformas públicas de Formación Profesional a distancia. From: <u>CD-DVD</u> <u>Num.</u> CD73.		By: Stockbyte. License: Uso educativo no comercial para plataformas públicas de Formación Profesional a distancia. From: CD-DVD Num. EP006.
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	By: Valerie Everett. License: <u>CC</u> <u>by</u> - <u>sa</u> . From: <a href="http://www.flickr.com/photos/valeriebb/3006348550/">http://www.flickr.com/photos/valeriebb/3006348550/</a>		By: Robert Ostmann. License: <u>CC</u> <u>by-nc-sa</u> . From: <a href="http://www.flickr.com/photos/jetbronze/124331834/">http://www.flickr.com/photos/jetbronze/124331834/</a>
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