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Unit 7: English for Facility Management

“Doctor, Lawyer, Indian Chief”?¹

No, but maintenance worker, environmental services, lab mechanic, custodian, animal care, operations technician, development engineer, grounds person, housing building operations: and these positions are only a few of the over 1,000 listed on *HigherEd Jobs*² for facilities management in higher education.

Despite being a relatively young discipline – dating from the 1980s – facility or facilities management brings together tasks some of which have been in existence for hundreds if not thousands of years – custodian, for instance, or animal care.

Adelphi University in New York State is searching for an assistant vice-president for facilities management.³ Their “campus maintenance and facilities management” homepage⁴ interprets for us their sustainability mandate, from geothermal systems through self-empowerment.

¹ <http://allnurseryrhymes.com/tinker-tailor/>

² <https://www.higheredjobs.com/admin/search.cfm?JobCat=26> (last accessed 27 October 2015).

³ <https://chroniclevitae.com/jobs/0000906023-01> (last accessed 26 October 2015).

⁴ <http://green.adelphi.edu/campus-maintenance/> (last accessed 26 October 2015).

Scanning their materials, we also run into some of the standards in place, Leadership in Energy and Environmental Design (LEED) stemming from the U.S. Green Building Council.⁵ The position advertised by Adelphi University is for someone who will be “maintaining focus on sustainability, space administration, architectural planning and engineering, construction management, facilities maintenance and repair, renovations, utilities and custodial services, plus landscaping,”⁶ in other words dedicated to Adelphi’s environmental approach.

This is, of course, only one of innumerable approaches to facilities management which, according to the International Facility Management Association,⁷ has “11 core competencies”: “communication, emergency preparedness and business continuity, environmental stewardship and sustainability, finance and business, human factors, leadership and strategy, operations and maintenance, project management, quality, real estate and property management, technology.”⁸

Adelphi University seems to have incorporated these “core competencies”. Do you think your department and university have included any or all of these? Or

⁵ See <http://green.adelphi.edu/leed-certified-buildings/> for more information on Adelphi’s “green” buildings and further links (last accessed 26 October 2015).

⁶ Op. cit.

⁷ <http://www.ifma.org/> (IFMA last accessed 27 October 2015).

⁸ <http://www.ifma.org/about/what-is-facility-management>

have you applied other standards, leaning more towards European ISOs?

The most recent CEN (European Committee for Standardization) papers on facility management are from 2012, although updates have been promised for the end of 2015. Under CEN/TC 348, EN 15221 parts 1-7 are available.⁹ You probably have the DIN version. See if your HEI would buy the English-language version of these to support your communication with colleagues who are not so flexible in German.

To listen to lectures on facilities management, go to *youtube* and search for facility or facilities management. Among the myriad selection is “Facilities Management: The Business Case” on “the values that facilities management can create in the workplace”.¹⁰

And do check out some of those job offers to compare expectations from other universities: Adelphi expects a BA but prefers a Masters plus experience for the vice-president’s position. What credentials were expected of you, and your colleagues?

⁹ <http://standards.cen.eu/dyn/www/f?p=204:105:0> (last accessed 26 October 2015).

¹⁰ https://www.youtube.com/results?search_query=facility+management (last accessed 26 October 2015).

Exercises

1A. Match the vocabulary dealing with technical equipment with their definitions.

- | | |
|----------------------|---|
| a. loudspeaker | 1. the arrangement and/or use of (electric) light in a place |
| b. remote control | 2. a device used to control the operation of a television set from a distance |
| c. (video) projector | 3. equipment for producing sound, such as for playing music or any audio |
| d. lighting | 4. a device for putting photographs, computer images or movies on a screen |
| e. slide projector | 5. a blank compact disc that allows several recordings on it |
| f. recordable CD | 6. an electronic device by which speech can be made audible throughout a room |
| g. sound system | 7. a device for displaying small pieces of film held in frames on a screen |

([key](#), p. 51)

B. Fill in the correct word and/or phrases from the box.

in charge of – to be equipped with – in advance – to range from – on request – to provide – to borrow

- a. All university members can _____ technical equipment from the media technology service.
- b. For us to help you set up a video conference, you have to make an appointment _____.
- c. Our multimedia support _____ providing technical equipment through assisting all university institutions with their events.
- d. _____ we also provide for the recording of lectures.
- e. Among others, we _____ the following services:
- f. Most lecture halls _____ permanently installed projectors and a sound system.
- g. The media technology service is _____ the keys for all locked-up technical equipment.

([key](#), p. 51)

2A. What words can you combine with “key(s)”?

- a. key administration
- b. to handcraft a key
- c. key issuing
- d. key order/to order a key
- e. key usage
- f. booking key
- g. to receive a key
- h. loss of key/key loss
- i. a desired key
- j. to duplicate a key
- k. key phone
- l. key return/return of the key
- m. key request
- n. key recipient
- o. key deposit

([key](#), p. 51)

B. Match the word combinations with their German translations.

- a. Schlüsselausgabe
- b. Schlüsselbestellung
- c. Schlüsselnutzung
- d. Schlüsselverwaltung
- e. einen Schlüssel nachmachen
- f. Schlüsselpfand
- g. Schlüsselantrag
- h. Schlüsselempfang
- i. gewünschter Schlüssel
- j. Schlüsselrückgabe
- k. Schlüsselverlust
- l. Schlüsselempfänger_in

([key](#), p. 51)

C. Choose the correct English translation for the following sentences. Please note that this should not be an exact translation into English but rather a translation of the key concepts.

a. Bitte beachten Sie, dass Sie mit einem eigenmächtigen Tauschen der Schlüsselzylinder Leben gefährden können.

1. Please note that changing the locks personally can lead to death or injury.
2. Please attend that changing the keys personally can risk your life and others.

b. Im Notfall müssen Rettungskräfte schnellen Zugang zu den Räumen erhalten.

1. In an emergency case must emergency services and our staff have access to the rooms.
2. In case of an emergency, our team and emergency services must be guaranteed quick entry into the room.

c. Um einen Schlüssel zu bestellen, muss Ihr Lehrstuhl oder Ihre Dienststelle einen Antrag stellen.

1. To order a key, your department must make an application.
2. To order a key, your department must ask.

d. Sie müssen diesen Antrag formlos aber schriftlich formulieren und von einem zeichnungsberechtigten Vertreter unterschreiben lassen.

1. You must formulate this application in writing and have it signed by an authorised person.

2. This does not need to take a certain form but must be written and be signed by an authorised person.

e. Sie können Ihren Schlüssel an der Pforte direkt in Empfang nehmen.

1. You can take your key from the porter's room.

2. You can engage your key at reception.

f. Sie erhalten Ihren ersten Schlüssel von unserer Schlüsselausgabe in der Regel kostenlos.

1. You will regularly obtain your first key free of charge.

2. Your first key is usually free.

g. Es gibt eine Bearbeitungs- und Lieferzeit von 6-8 Wochen für neue Schlüssel.

1. You will have to wait 6-8 weeks waiting for your new key, taking into account the ordering and delivery times.

2. It gives a working and delivery time of 6-8 weeks for new keys.

([key](#), p. 52)

3A. What is a “Fundbüro” in English?

- a. “Lost and Found” b. “Funding Office”
c. “Office for Lost Things” d. “Finding Authority”
([key](#), p. 53)

B. Complete the sentences with the correct verbs from the box. Use the correct grammatical form.

to note – to lose – to dispose of – to go – to hand
in/into

- a. Should you _____ anything, please
_____ to the lost and found at the gate of the
administration building.
- b. Cleaning staff and security staff also _____
found objects _____ the lost and found.
- c. Please _____ that objects _____ after
six months.

([key](#), p. 53)

Did you know that you have free access to some of Harvard University's studies on facility management?

Harvard Business School sends out a free monthly newsletter, *HBS Working Knowledge (HBSWK)*.¹¹ Using it as an “open door,” you have access to summaries of studies and to full-length “works in progress”. An example is the 2006 working paper on an “Organizational Response to Environmental Demands: Opening the Black Box”: the summary¹² is available with a link to the complete text. Two years later, Martha Lagace published “Mapping Polluters, Encouraging Protectors¹³” under the rubric “Research & Ideas.

Keeping to the environmental aspect of facility management, you can also access a later working paper, “Coming Clean and Cleaning Up: Is Voluntary Disclosure a Signal of Effective Self-Policing?, published in 2008 and later revised.¹⁴

None of these is directly related to Higher Education Institutions but is directly related to one of the “core competencies” of facility management. And free of charge.

¹¹ <http://hbswk.hbs.edu/> (all *HBSWK* sites last accessed 14 November 2015).

¹² <http://hbswk.hbs.edu/item/organizational-response-to-environmental-demands-opening-the-black-box>

¹³ <http://hbswk.hbs.edu/item/mapping-polluters-encouraging-protectors>

¹⁴ <http://hbswk.hbs.edu/item/coming-clean-and-cleaning-up-is-voluntary-disclosure-a-signal-of-effective-self-policing>

4A. Find the odd one out.

- a. photocopier – printer – to scan – grid
- b. to calculate – to supply – to charge – to debit
- c. student ID card – budget – electric purse – cost centre
- d. wheel – fee – charge – expense

([key](#), p. 53)

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B. Complete the incomplete words in the following sentences.

*example: There are approximately 85
photo_____ on campus for students and staff. –
photocopiers*

- a. Your electronic student ID or staff service card is used to calc_____ copy and print fe_____.
- b. Using a chip card terminal, copy and print fe_____ are either debi_____ to the electric purse of your chip card or charged to the cost centre of your chip card.
- c. Furthermore, the photocopiers are linked the central prin_____ system "mimiprint".
- d. With the help of your chip card, therefore, you can use the photocopiers as prin_____ and sca_____.
- e. The fees for photo_____ and prin_____ are the same.

([key](#), p. 53)

5A. Match the correct descriptions and/or synonyms.

- | | |
|-----------------------|--|
| a. map | 1. series of spaces for motor vehicle parking |
| b. car park | 2. to restore buildings or areas to a better condition |
| c. taxi rank | 3. a place where mothers may breastfeed their children quietly and undisturbed |
| d. redevelopment work | 4. a list of times of departures and arrivals |
| e. nursing room | 5. chart of geographic area |
| f. parking fee | 6. a fixed charge for using a car park |
| g. (bus) schedule | 7. a place where taxis park to wait for customers |

([key](#), p. 54)

B. Sometimes you cannot translate a word directly into English, you rather have to describe the concept behind it. Find matching pairs.

- | | |
|--------------------------------|---|
| a. Anreise nach xy | 1. to find one's way |
| b. Mobilitätsbehinderte | 2. disabled bay/parking space |
| c. sich zurechtfinden | 3. suitable elevator for people with reduced mobility |
| d. Lage- und Anfahrtsplan | 4. vehicles that have been towed away |
| e. behindertengerechter Aufzug | 5. diaperchanging facilities |
| f. Wickelmöglichkeiten | 6. visitors with reduced mobility |
| g. Behindertenparkplatz | 7. map with directions on how to get to xy |
| h. abgeschleppte Fahrzeuge | 8. how to get to xy |

([key](#), p. 54)

C. Put the provided words and/or phrases into the correct order to make sentences.

a. will help you – the following map – to find your way to our university – by car or by public transport – should you arrive

b. shows you – our detailed map – university buildings including all lecture halls – where to find

c. is provided – information about the major bus services to the university – upon request

d. should you so wish – to indicate – we are happy – the position of nursing rooms and play corners for children

e. at your own expense – you may be towed – without having displayed a valid permit – , – if you park in a restricted area or in a disabled bay

f. may use – without paying any parking fees – staff, students and university visitors – the car parks

g. by public transport – you can reach our university – if you arrive at the main station – , – by a 15-minute walk, by taxi or by bus.

h. our homepage – to find out – please visit – about bus schedules

([key](#), p. 54)

6A. Complete the table. Sometimes it may not be possible to find a word for every category.

noun	verb	adjective	German translation (for the given word)
a.		accessible	
b.	to ensure		
c. endeavour			
d.	to complain		
e. community			
f.	to occur		
g.		possible	
h. closure			

([key](#), p. 55)

B. You may need the following sentences when speaking about security issues and/or complaints. Complete the statements with words from 6A.

- a. Most university buildings are publicly _____ during standard working hours.
- b. The security team _____ that the outside doors of the buildings remain closed during evenings and weekends.
- c. The outside and inside of the buildings are regularly patrolled by security staff who _____ open doors and windows.
- d. Please support us in this _____.
- e. That is why we ask all members of the university _____ that enter buildings using their own keys outside of standard working hours to immediately re close all opened doors.

([key](#), p. 55)

C. Make (polite) questions out of the following statements dealing with complaints.

*Example: Ring us or fill out the complaint form. –
Could you please ring us or fill out the complaint form?*

- a. Inform us immediately/provide details of the following: building, room, incident and exact description of the incident.
- b. The incident occurred yesterday morning.
- c. My colleague from the Department of History noticed the incident.
- d. I need your personal details such as your name and telephone number.
- e. We will get to your complaint as soon as possible.

([key](#), p. 56)

Did you know that some universities publish mission statements from each department?

An example is The Facilities Management Department at Colorado State University. Its “mission is to anticipate and provide the physical environment, which enables Colorado State University to achieve its objectives in instruction, research, and public service.”¹⁵ Further, the department addresses its vision and values. Other websites attached to the Facilities Management Department are their diverse “Sections,” “Services” and Resources. The latter has links to everything from “building addresses” and “building floor plans” through “warehouse stores procurement” and “water quality report”.¹⁶

At the University of Pretoria, the Department of Facilities Management is “multidisciplinary” and “responsible for the planning, development, maintenance, operations and record-keeping of the University’s growing estate.”¹⁷ It too has a “Vision and Mission” site, but four divisions and services clearly belonging to these divisions.

And again that question: is your department one of the many without a mission statement or has your university initiated individual departmental visions?

¹⁵ <https://www.fm.colostate.edu/about> (last accessed 15 November 2015, as were the following).

¹⁶ <https://www.fm.colostate.edu/Implinks>

¹⁷ <http://www.up.ac.za/departement-facilities-management>

7A. What words or word combinations do actually exist?

- a. protective matters – protective measures
- b. maternity protection regulation –
mother protection regulation
- c. to be especially protected –
to be accurately protected
- d. prosperous gloves – protective gloves
- e. personal protective equipment –
personal protective technology
- f. Maternity Protection Power –
Maternity Protection Act
- g. protective clothing – protective heading
- h. earth protection – fire protection
- i. respiratory protection – breath protecting
- j. eyelash protection – eye protection

([key](#), p. 56)

B. Fill in the missing letters.

a. r__k fa__r

b. to be at ri__

c. en_an__rm_nt

d. to e_da__er

e. ri__a__es_me_t

f. da_ge__us

g. risk of a__id_nts

([key](#), p. 57)

C. Complete the following sentences with words or word combinations related with “protection”, “risk” or “danger” from 7A and B.

- a. A _____ can be simply described as a careful examination of what could cause harm in your work environment.
- b. Please read the guidelines for _____ in case of fire.
- c. Mothers-to-be and breast-feeding mothers are _____ by the State.
- d. If any _____ apply, we must assume that the mother-to-be and/or the unborn child are at risk.
- e. This means that corresponding _____ must be taken or employment must be prohibited.
- f. The _____ of the health and safety of individuals working, studying or visiting the university is strictly prohibited.

([key](#), p. 57)

*Did you know that FM's "existence ... as a discipline" "is still questioned today"?*¹⁸

Since you are working in facilities management and possibly have even majored in facilities management, this idea might be slightly uncomfortable. But this article also gives you research results based on historical interpretation and on surveys. FM definitions are "contentious"¹⁹ and its start is unclear, dating from the early 19th century through the 1970s.²⁰

Perhaps even more interesting for internationalization and FM is the authors' approach to "cultural differences" and FM in different countries. The section on "Evolution"²¹ might help understand challenges arising in your area from an increasingly multinational university staff.

But you can also read an approach to analyzing FM at a university: the 2011 MSc thesis by Edoghogho Ogbeifun is a "Case Study of the University of the Witwatersrand."²²

¹⁸ Noor Azman Mohamat Nor et al., "Facility Management History and Evolution," *International Journal of Facility Management* (November 2014), www.ijfm.net/index.php/ijfm/article/download/48/103

¹⁹ Op. cit., p. 2.

²⁰ Op. cit., p. 10.

²¹ Op. cit., pages 6 ff.

²² "Facilities Management in a Multi-Campus Setting", <http://wiredspace.wits.ac.za/bitstream/handle/10539/10585/Edoghogho%20Ogbeifun%20Final.pdf?sequence=1>

8A. Match the following words or word combinations with their German translations.

- | | |
|---|--|
| a. harmful biological agents | 1. Gefährdung durch Gefahrstoffe |
| b. Occupational Health and Safety Team | 2. Nachtarbeit |
| c. other risks | 3. Gefährdung durch besondere physikalische Einwirkungen |
| d. Radiation Safety Officer | 4. sonstige Gefährdungen |
| e. danger from hazardous substances | 5. Liegemöglichkeit(en) |
| f. night work | 6. Strahlenschutzbeauftragte_r |
| g. company physician | 7. Laborrichtlinie(n) |
| h. piecework | 8. Gefahrstoffverordnung |
| i. resting facilities | 9. Gefährdung durch biologische Arbeitsstoffe |
| j. safety engineer | 10. Arbeitssicherheit |
| k. danger from special physical factors | 11. Akkordarbeit |
| l. laboratory guideline(s) | 12. Sicherheitsingenieur_in |
| m. Ordinance on Hazardous Substances | 13. Betriebsarzt/-ärztin |

([key](#), p. 57)

B. Find the spelling mistakes in the following sentences.

a. All employes have been informed of the result of this risk assessment.

b. The risk assesment is based on the Maternity Protection Act and the Maternity Protection Regulation.

c. There are suitable facilities to ly down.

d. All work in the laboratory is in line with the laboratory guidelanes.

e. Pregnent women do not work with hazardous substance according to the Ordinance on Hazardous Substances.

f. The German Commission on Radiological Protection advises pregnant women not to remain in the room with MR equipment.

g. Employees are exposed to noice pollution.

h. There is an encreased risk of accidents, for example falling in wet zones.

i. Occasionally, employees have to lift lots of more than 10 kg by hand without the assistance of mechanical equipment.

([key](#), p. 58)

9. Complete the following sentences with the correct verbs from the box.

to advise – to provide – to conduct – to carry out – to support – to inspect – to design – to promote – to investigate

- a. The Occupational Health and Safety Team _____ on issues of fire protection.
- b. They _____ all necessary documents and teaching materials needed to _____ training programs on “Risk Assessment”.
- c. One of their responsibilities is to _____ safety inspections of facilities and technical equipment.
- d. They carry out consultations on how to _____ workspaces.
- e. Additionally, they _____ any safety-related issues.
- f. _____ and _____ employee health is also one of their duties.
- g. Moreover, they are responsible for _____ accidents or injuries at work.

([key](#), p. 58)

Did you know that there really aren't that many degree programs in facility/facilities management?

Or are you perhaps working in facilities management at one of the German universities with a degree program?

IFMA has accredited "30 FM degree programs (2-year, 4-year, and graduate) at 27 colleges and universities worldwide."²³ There are, of course, more degree programs in FM; you probably have a good idea how important an IFMA accreditation might be, though.

Supposedly, study.com offers essential information on study courses in facilities management.²⁴ What is definitely helpful is the vocabulary used in describing various study and training possibilities.

[Study.com](http://study.com) is dedicated to the educational system in the USA. There are few if any comparable sites (in English) for other countries, although the Tertiary Education Facilities Management Association in Australia does give an overview of postgraduate courses.²⁵

These sites might give you an insight into how your area is changing at the studies level.

²³ <http://foundation.ifma.org/academics/fm-accredited-degree-program-directory> (last accessed 1 December 2015).

²⁴ http://study.com/articles/Facilities_Management_Degree_Certification_and_Training_Program_Summaries.html (last accessed 1 December 2015).

²⁵ <http://www.tefma.com/education/fm-courses> (last accessed 1 December 2015).

10A. Find suitable word combinations.

- | | |
|------------------|-----------------|
| a. working | 1. deficiencies |
| b. accident | 2. conditions |
| c. safety | 3. assessment |
| d. health | 4. safety |
| e. safety | 5. advice |
| f. occupational | 6. inspection |
| g. risk | 7. illness |
| h. occupational | 8. protection |
| i. toxicological | 9. prevention |

([key](#), p. 58)

B. Put the three words into the correct order.

- a. safety – occupational – regulations
- b. counselling – medicine – social
- c. maternity – counselling – leave
- d. courses – first – aid
- e. health – university – management
- f. hazardous – inventory – materials
- g. equipment – protective – personal
- h. emergency – technician – medical

([key](#), p. 59)

C. Match the German translations with the words from 10A and B.

- a. sozialmedizinische Beratung
- b. Betriebs-sanitäter_in
- c. Organisation der Ersten Hilfe
- d. Arbeitssicherheit

- e. Gesundheitsschutz
- f. Gefahrstoffkataster
- g. Unfallverhütung
- h. sicherheitstechnische Überprüfung
- i. sicherheitstechnische Mängel
- j. Arbeitsbedingungen
- k. Gefährdungsbeurteilung
- l. Berufskrankheit
- m. toxikologische Beratung
- n. Arbeitsschutzvorschriften
- o. Mutterschutzberatung
- p. betriebliches Gesundheitsmanagement
- q. persönliche Schutzausrüstung

([key](#), p. 59)

D. Complete the sentences with words from 10A and B.

- a. It is very important to observe all _____
- b. _____ is provided free of charge to all university staff and students.
- c. It is recommended to visit the university's _____ before informing your supervisor of your pregnancy.
- d. _____ are held annually at the university/by the local Red Cross, and all staff and students are invited to attend.
- e. _____ is provided by the university's medical office.
- f. The Occupational Health and Safety Team keeps the _____ on file and will gladly show it to anyone upon request.
- g. _____ must be worn by all staff and students in the laboratory.
- h. The _____ may be reached at (phone number) OR is available during standard working hours. In case of an emergency outside of these hours, please phone 112.

([key](#), p. 60)

11A. What are “hazardous materials”? Can you explain in your own words?

B. Put the words and/or phrases into the correct order so that you have a proper definition.

any item or agent, – a hazardous material is – to cause either by itself or through interaction – harm to humans, animals, or the environment, – with other factors – which has the potential

“ _____

_____.”

([key](#), p. 60)

C. Find adjectives that describe hazardous materials by putting the letters into the correct order.

- a. aitlNgibe
- b. mbefalmal
- c. rircoosve
- d. xctoi
- e. selvxpoie
- f. cveratie
- g. osiftneciu
- h. gocietloi
- i. udnsrageo ot hte noimenevrnt
- j. uxonios
- k. trairint
- l. airteadociv
- m. rhuamfl

([key](#), p. 60)

D. How can you warn people? What expressions do you already know?

E. Tick the expressions that you could use to warn people, formally and informally.

	suitable	not suitable
a. Watch/look out.		
b. Take care.		
c. Cheer up.		
d. Be careful.		
e. What a relief.		
f. Pay attention to xy.		
g. Beware.		
h. Better safe than sorry.		
i. Easy does it.		
j. How appalling.		
k. You can't be too careful.		

([key](#), p. 61)

Did you know that facility management sections at some universities play integral roles in academic communications?

A case in point is “SU Facilities” at Stellenbosch University: “Find classrooms, explore buildings and facilities, learn about campus transport options, and report any problems you encounter along the way to our help desk.”²⁶

Using an Apple app, SU Facilities has integrated “Augmented Reality (AR)” to assist students/academics/staff/visitors to find their way around campus—and to make it in time to examinations.

The mission statement: SU Facilities is “... focused on creating and maintaining the leading campus environment in South Africa.”²⁷

The only downside seems to be that the app has been designed for use on iPhone and iPad alone.

²⁶ <https://itunes.apple.com/us/app/su-facilities/id811123432?mt=8> (last accessed 25 November 2015).

²⁷ Ibid.

12A. Explain how to set up a projector using the verbs from the box. Use the correct grammatical forms of the verbs.

to click on – to display – to select (2x) – to turn on (2x)
– to point towards – to hold – to connect – to press – to click – to set to – to synchronise – to press (3x)

- a. To _____ the projector _____, _____ the remote control _____ the projector while _____ and _____ the "Power" button.
- b. If no image _____ on the projector screen after _____ the projector and _____ the cable, you may need to _____ the laptop and projector.
- c. In Windows 7, 8.1 and 10, you can do this by _____ the "Windows" key and the "P" key at the same time and _____ the "Duplicate" option.
- d. If you have a Mac, _____ _____ the Apple Menu in the top left corner of your screen, _____ "System Preferences" from the drop-down menu and then the "Displays" icon.

- e. When the "Displays" window appears, _____ the Detect Displays button.

- f. Please make sure that the projector _____ the correct input mode (either VGA or HDMI).

- g. If you must change the input mode, _____ "Input" on the projector remote until the correct mode is selected.

([key](#), p. 62)

B. Use the information below to explain how to connect a laptop to an LCD projector. Mix and match the sentence extracts from each column to create full sentences. Each sentence consists of four different parts.

a.	Set up the projector	of the VGA cable	the Computer 1 IN port	to warm up and display.
b.	Plug one end of the VGA cable	and then the projector	a minute	the top power button.
c.	Plug the other end	facing the screen,	and plug in	for assistance.
d.	Turn on your laptop first	a display after following these instructions,	check to be sure	your laptop's monitor port.
e.	The lamp	to connect,	please call us	the power cord.
f.	If you do not see	will take	into	all connections are plugged in properly.
g.	If you are still unable	into	by pushing	on the projector.

([key](#), p. 62)

C. To complete the following sentences explaining how to use an overhead projector, choose the correct English word from the box to replace German word in Italics.

is plugged in – power cord – electrical/power socket – power button – focus knob – projection arm – bulb – toggle switch
--

- a. Ensure the overhead *ist (an die Steckdose)* *angeschlossen*.
- b. There is a *Netzkabel* connected directly to the projector that can be plugged in to a *Steckdose*.
- c. The *An- und Ausschalter* is on the top of the projector and is black.
- d. The *Schärfeeinstellrad* is located on the *Projektivarm*. Make sure it is upright in a locked position.
- e. If you want to adjust the brightness of the *Glühbirne*, flip the *Kippschalter* to the half-coloured circle for less brightness. Flip the *Kippschalter* to the completely coloured circle if you need full brightness.

([key](#), p. 63)

13A. Match the beginning of each sentence with its corresponding ending. They all describe queries and/or technical problems academic staff might face when teaching.

- | | |
|---|---|
| a. I want to be flexible and walk around during lectures, even in large lecture theatres, | 1. to do with the equipment? |
| b. Do I need to bring my own laptop | 2. with the computer in my seminar room. |
| c. I cannot find the remote control | 3. when using Power Point for teaching purposes? |
| d. I'm finished lecturing. What am I supposed | 4. broken chairs in my teaching room. |
| e. There seems to be a problem | 5. for the projector or a laptop connection cable in the lecture theatre. |
| f. How do I use | 6. how to use the interactive whiteboard. |
| g. There are some | 7. but I'm afraid the acoustics are not good enough. |
| h. I don't know | 8. the desktop computers in the lecture theatres? |

([key](#), p. 63)

B. Which word in italics is correct?

- a. There is a smartboard guide on our website or you can ask one of our staff to *arrange/consult/notify* a tutorial for you.
- b. Be sure to *return/lend/turn* any items checked out at the information desk after use. After use, turn the video projector off, and remember to *switch of/ log out/leave* of the system. *Open/Secure/Lock* the lecture theatre before leaving.
- c. The University IT Services offer computer labs that are *restricted/open/limited* to all University members, available for personal use as well as for University courses. You can also *borrow/provide/set* a laptop for teaching purposes.
- d. Log in with the username and password you use to *access/leave/log* the university's network (the Studies Information System). *Select/Manage/Supervise* SUNRISE as the domain to log onto.
- e. I *warn/suggest/admire* you wear a “radio microphone” when teaching. These are provided in many of the larger teaching spaces. If there is none provided in the room you intend to use, you may *ask/go/question* our Multimedia Services for help.

- f. Please *query/allow/contact* the information desk. They will provide you with the key for the cupboard in the front of the room where all equipment is *held/kept/monitored*.

- g. In *case/trouble/event* of any technical problems, please contact the university's IT Office helpdesk for assistance. They are *busy /available/ready* from 7 a.m. to 6 p.m. Monday to Friday.

- h. Please report any problems with teaching rooms to Facility Management. We will make sure to *support/replace/maintain* any broken furniture quickly.

([key](#), p. 63)

C. Match the questions in 13A with their answers in 13B.

Did you know how many areas at universities are assisted by facilities management?

You probably do, but an outsider will find this mind-boggling. The University of Iowa has a 44-page “Facilities Management Services Guide” delineating who does what when and where²⁸.

And this handbook does not cover university medical institutions such as Vanderbilt University Medical Center with its “6.2 million square of interior space”.²⁹

While most students and staff will definitely come into contact with some FM areas of responsibility—custodial, for instance, and multimedia—most remain hidden from those FM is serving. The Business Service Association discussed their present and future in “The Strategic Role of Facilities Management” in 2014.³⁰

A strategy might be to raise the awareness of major beneficiaries concerning the existence and responsibilities of facilities management departments at universities?

²⁸ <http://www.facilities.uiowa.edu/fmservicesguide.pdf> (last accessed 1 December 2015).

²⁹ <http://news.vanderbilt.edu/2015/11/new-leadership-roles-enhance-vumc-facilities-management/> (last accessed 1 December 2015).

³⁰ <http://www2.deloitte.com/content/dam/Deloitte/uk/Documents/bps/deloitte-uk-strategic-role-of-facilities-management.pdf> (last accessed 1 December 2015).

14A. Fill in the gaps with suitable verbs from the box to complete the sentences describing how to get around on campus. Use the correct grammatical form.

to enter – to exit (2x) – to be located – to cross – to turn (2x) – to find (2x) – to leave – to follow (2x) – to take
--

- a. _____ this building past the elevators. The Cafeteria is a tall white building across from the library.
- b. The Admission's Office _____ immediately to your left when you _____ the main university building.
- c. _____ the street in front of this building. Health services is on the opposite corner of the intersection.
- d. You _____ Student Services on your right when you _____ the diagonal walkway towards the city centre.
- e. _____ the little path past the bus stop towards the huge white building of the Business School. The main Sports Hall is the steel and glass building at the end of the street when you _____ left.

- f. _____ the hall until the end and _____ this building through the back door. There you will _____ a designated smoking area.
- g. When you _____ this building, _____ left onto the little pathway. The Student Advisory Office will be ahead on the right.

([key](#), p. 64)

14B. Highlight all the university buildings, institutions and locations in 14A and find their German translations.

- a. Turnhalle
b. Studienberatung
c. Mensa
d. Universitätshauptgebäude
e. Zulassungsstelle
f. Ärztehaus
g. Studierendenwerk
h. Bushaltestelle
i. Kreuzung
j. Flur
k. ausgewiesener Raucherplatz
l. Bibliothek

([key](#), p. 64)

14C. Now work with your colleague and describe the routes to different buildings on campus and in town. Your colleague must guess the destination. Switch roles.

15A. How can you say that you are happy to help but that the person asking you for help should contact someone else? Divide the following phrases and/or sentences into two categories.

	<i>I'm happy to help.</i>	<i>Please contact someone else.</i>
a. I am happy to help you.		
b. I am sorry I am not the right person to contact.		
c. Could I refer you to my colleague in IT services?		
d. I will ask my colleague at reception if he can be of help.		
e. I will call the caretaker of the building for you.		
f. I will have a look in a second.		
g. Just wait a minute. I'm on my way.		
h. This is too bad. I will try to find a solution as soon as possible.		
i. I will look into the matter.		

j. Would you mind if I sent you to my colleague in another building?		
k. My colleague might be of better assistance.		
l. Thanks for telling me. I will do my best to solve the problem.		

([key](#), p. 65)

DA

**15B. How would you answer the following questions?
Use some of the phrases from 15A.**

example: The data projector in lecture hall F45 is not working. – Could I refer you to my colleague in IT services?

- a. I lost my office key and I need a new one.
- b. Where is the lecture theatre “Große Aula”?
- c. The light bulb in my office needs to be replaced.
- d. The flush in one of the men’s toilets on the first floor is not working properly.
- e. A student in my class has just fainted.
- f. There is a leak in the hall.
- g. I don’t know how to use the microphone.
- h. My office chair has just broken. Could you provide me with a new one?

([key](#), p. 65)

Key

1A.

- | | | | |
|------|------|------|------|
| a. 6 | b. 2 | c. 4 | d. 1 |
| e. 7 | f. 5 | g. 3 | |

1B.

- | | |
|-----------------|----------------------|
| a. borrow | b. in advance |
| c. ranges from | d. On request |
| e. provide | f. are equipped with |
| g. in charge of | |

2A.

key administration – key issuing – key order – key usage – to receive a key – loss of key – a desired key – to duplicate a key – key return/return of the key – key request – key recipient – key deposit

2B.

- a. Schlüsselausgabe – key issuing
- b. Schlüsselbestellung – key order/to order a key
- c. Schlüsselnutzung – key usage
- d. Schlüsselverwaltung – key administration
- e. einen Schlüssel nachmachen – to duplicate a key

- f. Schlüsselpfand – key deposit
- g. Schlüsselantrag – key request
- h. Schlüsselempfang – to receive a key
- i. gewünschter Schlüssel – a desired key
- j. Schlüsselrückgabe – key return/return of the key
- k. Schlüsselverlust – loss of key/key loss
- l. Schlüsselempfänger_in – key recipient

2C.

- a. Please note that changing the locks personally can lead to death or injury.
- b. In case of an emergency, our team and emergency services must be guaranteed quick entry into the room.
- c. To order a key, your department must make an application.
- d. This does not need to take a certain form but must be written and be signed by an authorised person.
- e. You can take your key from the porter's room.
- f. Your first key is usually free.
- g. You will have to wait 6-8 weeks for your new keys, taking into account the ordering and delivery times.

3A.

a

3B.

- a. lose – go
- b. hand ... into
- c. note – are disposed

4A.

- a. Apart from “grid”, all words are parts of printing and copying services.
- b. Apart from “to supply”, all verbs are related to “costs”.
- c. Apart from “student ID”, all nouns are linked to the topic “paying for photocopies”.
- d. Apart from “wheel”, all nouns are synonyms for “costs”.

4B.

- a. calculate – fees
- b. fees – debited
- c. printing
- d. printers – scanners
- e. photocopying/ photocopies – printing

5A.

- | | | | |
|------|------|------|------|
| a. 5 | b. 1 | c. 7 | d. 2 |
| e. 3 | f. 6 | g. 4 | |

5B.

- | | | | |
|------|------|------|------|
| a. 8 | b. 6 | c. 1 | d. 7 |
| e. 3 | f. 5 | g. 2 | h. 4 |

5C.

a. The following map will help you to find your way to our university should you arrive by car or by public transport.

b. Our detailed map shows you where to find university buildings including all lecture halls.

c. Information about the major bus services to the university is provided upon request.

d. We are happy to indicate the position of nursing rooms and play corners for children should you so wish.

e. If you park in a restricted area or in a disabled bay without having displayed a valid permit, you may be towed at your own expense.

f. Staff, students and university visitors may use the car parks without paying any parking fees.

g. If you arrive at the main station by public transport, you can reach our university by a 15-minute walk, by taxi or by bus.

h. Please visit our homepage to find out about bus schedules.

6A.

a. access – to access – accessible – begehbar/
ansprechbar

b. --- to ensure – --- – sicher stellen/gehen

c. endeavour – to endeavour – --- – Bestrebung/
Aufgabe

d. complaint – to complaint – --- – sich beschweren

e. community – --- – --- – Gemeinschaft

f. occurrence – to occur – occurent – auftreten

g. possibility – --- – possible – möglich

h. closure – to close – closed – Schließung

6B.

a. accessible

b. ensures

c. close

d. endeavor

e. community

6C.

- a. Could you please give more details about the incident and inform us about building, room, and exact description of the incident?
- b. When did the incident occur?
- c. Who noticed the incident?
- d. Could you please provide us with your personal details such as your name and telephone number?
- e. Could you get to my/our complaint as soon as possible?

7A.

- a. protective measures
- b. maternity protection regulation
- c. to be especially protected
- d. protective gloves
- e. personal protective equipment
- f. Maternity Protection Act
- g. protective clothing
- h. fire protection
- i. respiratory protection
- j. eye protection

7B.

- a. risk factor
- b. to be at risk
- c. endangerment
- d. to endanger
- e. risk assessment
- f. dangerous
- g. risk of accidents

7C.

- a. risk assessment
- a. fire protection
- c. especially protected
- d. risk factors
- e. protective measures
- f. endangerment

8A.

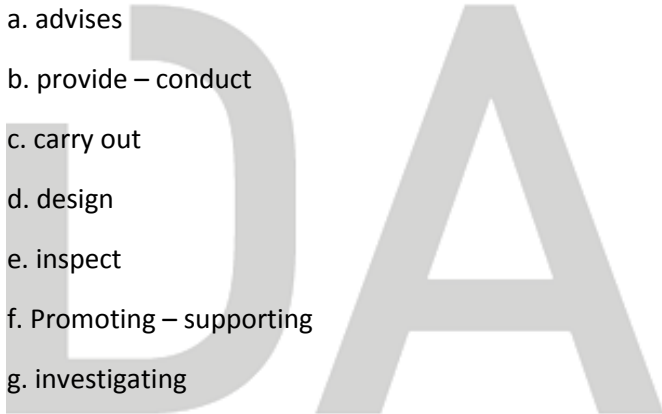
- | | | | | |
|------|-------|-------|------|-------|
| a. 9 | b. 10 | c. 4 | d. 6 | e. 1 |
| f. 2 | g. 13 | h. 11 | i. 5 | j. 12 |
| k. 3 | l. 7 | m. 8 | | |

8B.

- | | | |
|---------------|---------------|--------------|
| a. employees | b. assessment | c. lie |
| d. guidelines | e. pregnant | f. equipment |
| g. noise | h. increased | i. loads |

9.

- a. advises
- b. provide – conduct
- c. carry out
- d. design
- e. inspect
- f. Promoting – supporting
- g. investigating



10A.

- | | | | | |
|------|------|------|------|------|
| a. 2 | b. 9 | c. 6 | d. 8 | e. 1 |
| f. 4 | g. 3 | h. 7 | i. 5 | |

10B.

- a. occupational safety regulations
- b. social medicine counselling
- c. maternity leave counselling
- d. first aid courses
- e. university health management
- f. hazardous materials inventory
- g. personal Protective equipment
- h. emergency medical technician

10C.

- a. social medicine counselling
- b. emergency medical technician
- c. first aid organisation
- d. occupational safety
- e. health protection
- f. hazardous materials inventory
- g. accident prevention
- h. safety inspections
- i. safety deficiencies
- j. working conditions
- k. risk assessment
- l. occupational illness
- m. toxicological advise
- n. occupational safety regulations
- o. maternity leave counselling
- p. university health management
- q. personal protective equipment

10D.

- a. occupational safety regulations
- b. toxicological advice
- c. maternity leave counselling
- d. first aid courses
- e. social medicine counselling
- f. hazardous materials inventory
- g. personal protective equipment
- h. emergency medical technician

11B.

“A hazardous material is any item or agent, which has the potential to cause harm to humans, animals, or the environment, either by itself or through interaction with other factors.”³¹

11C.

- | | |
|---------------------------------|--------------|
| a. ignitable | b. flammable |
| c. corrosive | d. toxic |
| e. explosive | f. reactive |
| g. infectious | h. etiologic |
| i. dangerous to the environment | |
| j. noxious | k. irritant |
| l. radioactive | m. harmful |

³¹ <http://www.ihmm.org/about-ihmm/what-are-hazardous-materials> (last accessed 1 October 2015).

11E.

	suitable	not suitable
a. Watch/look out.	informal	
b. Take care.	informal	
c. Cheer up.		informal
d. Be careful.	informal	
e. What a relief.		informal
f. Pay attention to xy.	formal	
g. Beware.	formal	
h. Better safe than sorry.	informal	
i. Easy does it.		informal
j. How appalling.		informal
k. You can't be too careful.	informal	

12A.

- a. turn on – point towards – pressing – holding
- b. displays – turning on – connecting – synchronise
- c. pressing – selecting
- d. click on – select
- e. click
- f. is set to
- g. press

12B.

- a. Set up the projector facing the screen, and plug in the power cord.
- b. Plug one end of the VGA cable into the COMPUTER 1 IN port on the projector.
- c. Plug the other end of the VGA cable into your laptop's monitor port.
- d. Turn on your laptop first and then the projector by pushing the top power button.
- e. The lamp will take a minute to warm up and display.
- f. If you do not see a display after following these instructions, check to be sure all connections are plugged in properly.
- g. If you are still unable to connect, please call us for assistance.

12C.

- a. is plugged in
- b. power cord – electrical/power socket
- c. power button
- d. focus knob – projection arm
- e. bulb – toggle switch – toggle switch

13A.

a – 7 b – 3 c – 5 d – 1
e – 2 f – 8 g – 4 h – 6

13B.

- a. suggest – ask
- b. open – borrow
- c. contact – kept
- d. return – log out – lock
- e. case – available
- f. access – Select
- g. replace
- h. arrange

13C.

a – h b – d c – b d – f
e – a f – c g – e h – g

14A.

- a. Exit
- b. is located – enter
- c. Cross
- d. Find – follow
- e. Take – turn
- f. Follow – exit – find
- g. leave – turn

14B.

- a. Sports Hall
- b. Student Advisory Office
- c. cafeteria
- d. main university building
- e. Admission's Office
- f. Health Services
- g. Student Services
- h. bus stop
- i. intersection
- j. hall
- k. designated smoking area
- l. library

15A.

“happy to help”: a – f – g – h – i – l

“contact somebody else”: b – c – d – e – j – k

15B.

You could answer anything to any of these questions:
No problem, I’ll get right on it, OR I’m sorry but I’m not
the right person to deal with your query/issue, let me
refer you to Mr X. etc.

DA

Glossary English-German

access	Zugriff; Zutritt
accident	Unfall
accident insurance consultant; medical examiner	Durchgangsarzt/-ärztin
accident prevention	Unfallverhütung
accessible	Begehrbar; ansprechbar
ambulance	Krankenwagen
asbestos	Asbest
assembly point	Sammelplatz
assist, to	unterstützen
assistance	Unterstützung; Hilfestellung
available	verfügbar; erreichbar
blocking; suspension; closure of road	(Straßen-)Sperrung
bulb; light bulb; lightbulb	Glühbirne
bus schedule	Busfahrplan
cafeteria	Mensa; Cafeteria
calculate, to; calculate, to	berechnen
car park	Parkplatz
caretaker	Hausmeister
Cashier's Office	Zahlstelle
charge, to	aufladen
chemical burn; corrosive injury	Verätzung
commuting accident; work-related road accident	Wegeunfall

connect, to	verbinden
control room	Leitwarte
copy and printing works	Kopier- und Druckdienste
corrosive	ätzend
damage to property; material damage	Sachschaden
danger/hazard symbol	Gefahrensymbol
dangerous to the environment	umweltgefährlich
debit, to	Abbuchen, belasten (ein Konto)
designated smoking area	Raucherplatz, ausgewiesener
desired key	Schlüssel, gewünschter
detour; diversion (route)	Umleitung
disabled parking space/badge	Behindertenparkplatz
dismissal; notice; resignation	Kündigung
display, to	anzeigen
duplicate a key, to	Ersatzschlüssel anfertigen lassen
electrical/power socket	Steckdose
emergency	Notfall
emergency medical technician	Betriebssanitäter_in
employment prohibitions	Beschäftigungsverbot
equipped, to be	ausgestattet sein
equipment	Ausstattung
etiologic	krankheitserregend
event technology	Veranstaltungstechnik

expectant mother; mother-to-be	Mutter, werdende
explosion prevention/ protection/control	Explosionsschutz
explosive	explosionsgefährlich
eye protection	Augenschutz
fire alarm system	Brandmeldeanlage
fire detector	Brandmelder
fire protection	Brandschutz
fire protection regula- tions; emergency plan	Alarmplan
fire safety regulations	Brandschutzordnung
first aid	Erste Hilfe
first aid organisation	Organisation der Ersten Hilfe
first-aid box/kit	Verbandskasten
flammable	brennbar; feuergefährlich; brandfördernd; entzündbar
focus knob	Schärfeeinstellrad
furniture	Möbel
harmful	schädlich; gesundheitsschädigend
hazard note/warning	Gefahrenhinweis
hazardous materials inventory	Gefahrstoffkataster/- verzeichnis
hazardous substance/material	Gefahrstoff
hazardous/special waste	Sonderabfall
health and safety at work	Arbeits- und Gesundheitsschutz

health and safety regulations (at work)	Arbeitsschutzvorschriften
health protection	Gesundheitsschutz
Health Services; Medical Centre	Ärztehaus
house rules; rules of conduct	Hausordnung
hygiene/sanitation plan	Hygieneplan
icon	Symbol
ignitable	entzündbar
in advance	im Voraus
infectious	ansteckend
instruction for action; operations guidelines	Handlungsanweisung
intersection	Kreuzung
irritant	reizend
key administration	Schlüsselverwaltung
key deposit	Schlüsselpfand
key issuing/issuance of keys	Schlüsselausgabe
key loss; loss of key	Schlüsselverlust
key order; order a key, to	Schlüsselbestellung
key recipient	Schlüsselempfänger_in
key request	Schlüsselantrag
key return; return of the key	Schlüsselerückgabe
key use/usage	Schlüsselnutzung
laboratory equipment	Laborgerät
lecture room/ theatre/ hall	Hörsaal
lighting	Beleuchtung

location	Standort
lock in/into/away, to	einschließen
loudspeaker	Lautsprecher
map	Lageplan
maternity leave counselling	Mutterschutzberatung
maternity protection act	Mutterschutzgesetz
maternity protection regulations	Mutterschutzrichtlinienverordnung
maternity rights/protection; protection of working mothers	Mutterschutz
media technology services	Dienste, medientechnische
multimedia centre	Mediathek
night shift; night work	Nachtarbeit
notice of accident; accident report form	Unfallanzeige
noxious	giftig; schädlich
nursing break	Stillpause
nursing room	Stillraum
occupation related illness	Berufskrankheit
occupational accident	Arbeitsunfall
occupational safety	Arbeitssicherheit; Arbeitsschutz
occupational safety regulations	Arbeitsschutzvorschriften
operating safety	Betriebssicherheit
overtime; extra hours	Überstunden
parental leave	Elternzeit
parking fee	Parkgebühr

personal protective equipment	Schutzausrüstung, persönliche
plug into, to	anschießen (an die Steckdose)
porter; reception	Pförtner_in; Empfang
power cord	Netzkabel
press, to; push, to	drücken
projector	Beamer
protective clothing	Schutzkleidung
protective equipment	Schutzausrüstung
protective gloves	Schutzhandschuhe
protective measure; precaution	Schutzmaßnahme
provide, to	zur Verfügung stellen
public transport	Verkehrsmittel, öffentliche
radiation protection	Strahlenschutz
range from, to	umfassen
reactive	reaktiv; zersetzlich
recordable/blank CD	CD-Rohling
recording of lectures	Vorlesungsmitschnitt
redevelopment work	Sanierungsarbeiten
refer, to	verweisen (an)
remote control	Fernbedienung
replace, to	ersetzen
respiratory protection	Atemschutz
responsible for, to be	verwaltet werden von/verantwortlich sein
rest (period); break	Ruhepause
restricted area	Fläche, gesperrte
return, to	zurückgeben
return a key, to	Schlüsselrückgabe
risk assessment	Gefährdungsbeurteilung

routing slip	Laufzettel
safety	Sicherheit
safety deficiencies	Mängel, sicherheits- technische
safety inspections	Überprüfung, sicherheits- technische
screen	Bildschirm; Leinwand
select, to	auswählen
seminar room	Seminarraum
seminar room (technical) equipment	Seminarraumtechnik
skin protection	Hautschutz
social medicine counselling	Beratung, sozialmedizinische
sound system	Beschallungsanlage
Sports Hall	Turnhalle
special permit	Sondergenehmigung
standard operating procedure; manual; instructions	Betriebsanweisung
Student Advisory Service; Student Advice Centre	Studienberatung
taxi rank	Taxistand
technical support	Betreuung/Unterstützung, technische
television recording	Fernsehmitschnitt
toggle switch	Kippschalter
tow away, to	abschleppen (ein Fahrzeug)
toxic	giftig

toxicological advice/consulting	Beratung, toxikologische
turn, to	abbiegen
turn on, to; switch on, to	anschalten
underground car park	Tiefgarage
university health management	Gesundheitsmanagement, betriebliches
video projector	Beamer
voluntary fire brigade/department	Feuerwehr, freiwillige
weight; load	Last(en)
work on Sundays and public holidays	Sonntags- und Feiertagsarbeit
working conditions	Arbeitsbedingungen
working material/substance	Arbeitsstoff
workshop; repair shop	Werkstatt