



Task 1: Work environment and well-being

A good work environment is important in sales, service and tourism. How can you contribute to health, safety and well-being for yourself and your colleagues?

- Write 150–300 words.
- Use at least 10 keywords from the list below.
- Use the KLAR app and sentence starters if needed.



Keywords:	Sentence starters:
<ul style="list-style-type: none">• Working Environment Act (arbeidsmiljøloven)• Ergonomics (ergonomi)• Well-being (trivsel)• Stress (stress)• Bullying (mobbing)• Health (helse)• Environment (miljø)• Rule (regel)• Safety representative (verneombud)• Union representative (tillitsvalgt)	<ol style="list-style-type: none">1. To contribute to a good work environment, I must...2. It can be challenging if...3. When I experience a difficult situation, I can...

Task 2: Handling dangerous situations and reporting

In sales, service and tourism you may face threats, theft or fire. How can you handle such situations in a safe and professional way?

- Write 150–300 words.
- Use at least 10 keywords from the list below.
- Use the KLAR app and sentence starters if needed.



Keywords:	Sentence starters:
<ul style="list-style-type: none">• Alarm (alarm)• Fire extinguisher (brannslukningsapparat)• First aid (førstehjelp)• Safety (sikkerhet)• Risk (risiko)• Violence (vold)• Theft (tyveri)• Deviation (avvik)• Reporting (varsling)• Documentation (dokumentasjon)	<ol style="list-style-type: none">1. When an emergency occurs, I must...2. To avoid injuries in a threat situation, it is important that...3. It can be dangerous if...

Task 3: Preventing strain and stress

The workday can be both physically and mentally demanding in service professions. How can you take care of your body and prevent stress in a busy workday?

- Write 150–300 words.
- Use at least 10 keywords from the list below.
- Use the KLAR app and sentence starters if needed.



Keywords:	Sentence starters:
<ul style="list-style-type: none">• Ergonomics (ergonomi)• Stress (stress)• Strain (belastning)• Working Environment Act (arbeidsmiljøloven)• Rule (regel)• Well-being (trivsel)• Health (helse)• Environment (miljø)• Deviation (avvik)• Prevention (forebygging)	<ol style="list-style-type: none">1. To avoid strain injuries, I must...2. When I feel stressed, it's important that I...3. It can be hard on my body or mind if...