

THINK OF A WORD WHICH BEST FITS EACH GAP AND COMPLETE THE TEXT. USE ONLY ONE WORD IN EACH GAP.

A-

DEPARTMENT STORES

In 1846 an Irish immigrant in New York named Alexander Stewart opened a business called the Marble Dry-Goods Palace. By (1)..... so, he gave the world something completely new - the department store. Before this, no-one (2)..... tried to bring together such a wide range of goods (3)..... a single roof. The business did very (4)..... It expanded rapidly and soon had (5)..... staff of two thousand. For Stewart even that was not enough, (6)..... In 1862 he moved to an eight-storey building nearby, (7)..... he renamed A.T. Stewart's Cast-Iron Palace. It was, (8)..... for many years would remain, the largest shop in the world.

Others followed Stewart's example and soon there were stores (9)..... his in many major cities in the United States. We don't (10)..... when people started calling them department stores. The expression wasn't used in print (11)..... 1893, when it appeared in Harper's magazine, but the way that it is used there (12)..... it clear that it was already widely understood.

(13)..... is certain is that department stores completely changed the shopping experience for millions of people. They offered not only an enormous range of goods, (14)..... also levels of comfort, luxury and excitement previously unknown to customers. Almost from the start they had restaurants, toilets and many (15)..... facilities, so (16)..... was no need to go elsewhere for anything.

B-

AIR TRAFFIC CONTROLLERS

When you travel (1)..... air there are people on the ground, as well as the crew on board the plane, who are responsible (2)..... your safety and comfort. Engineers, baggage handlers, security staff, all (3)..... their part to play. However, it would probably (4)..... agreed that the most important of these ground-based jobs is that of the air traffic controller.

Air traffic controllers spend all (5)..... working day directing the movement of planes, which appear in front of (6)..... as dots and numbers (7)..... screens. They must make (8)..... that planes are kept at a safe distance from one (9)..... and, at the same time, maintain a smooth flow of traffic (10)..... as to keep delays to a minimum. The work demands a high level of concentration and, (11)..... a general rule, no controller at a busy airport is required to work for a continuous period of more than (12)..... hour and a half. This is one job in (13)..... regular breaks are essential.

Computers help with the work but (14)..... is no real substitute for the skills of highly trained men and women. Although it is difficult to identify precisely the qualities needed in an air traffic controller, (15)..... soon becomes clear in the training process which people are going to be good (16)..... the job.