

Read the text below in which an air traffic controller talks about his job and decide which answer (A, B, C or D) best fits each gap.

LEARNING THE JOB

Air traffic controllers like me need specialist training. In America you have three months at the FAA's air traffic control academy, then after that there's a further one to five years' training on the (1) _____. You need to know everything about how aircraft work. You have to understand how different aircraft will react when they're climbing, turning or landing - nothing about planes should be an (2) _____. quantity. The qualities required of an air traffic controller are daunting. You need to think quickly and have (3) _____ good. anticipation. And you need to have an aggressive, confident personality. Planes might be a (4) _____ second apart but you have to know from the moment you look at a situation that it will work. There has been a (5) _____ increase in the (6) _____ of air traffic in recent years, which adds to the stress of the job.

The most crowded (7) _____ of sky in the world is the airspace above New York - every inch is being flown in by somebody. There's not even a (8) _____ margin of error we have to be spot on every time. We work in shifts of eight hours, with 30 minute breaks every hour and a half. We probably control around 70-80 planes an hour, which seems a heavy work (9) _____. There's a (10) _____ degree of stress in the job, but it's done by people who handle stress very well. We deal with it in different ways; we joke about it or moan a lot. To a (11) _____ extent the best therapy is staying busy with the rest of your life. And the calibre of controllers in New York is (12) _____ high. -