



AT THE BAKERY

Zoom in, read the text below and answer the questions according to the text.



You've just started a new job at a bustling bakery and your manager, Ms. Ramirez, is giving you some instructions. She speaks quickly, and there's a lot to take in.

Ms. Ramirez says: "Okay, so first things first, we need to get those morning pastries out. The croissants need to be proofed for another hour, then bake them at 350 for 15 minutes. But before you do that, check on the bread dough in the back - it might need to be punched down. Oh, and don't forget to start prepping the lunchtime sandwiches - we're low on ham and cheese."

Feeling a bit overwhelmed, you remember the 5 C's of communication you learned about. You politely ask Ms. Ramirez to clarify her instructions.

1- In Ms. Ramirez's initial instructions, which part might be considered unclear?

- a) The baking time for croissants.
- b) The need to check on the bread dough.
- c) Whether to bake the croissants before or after checking the bread dough.

2- How could Ms. Ramirez make her instructions more cohesive?

- a) By speaking louder.
- b) By providing the instructions in a numbered list.
- c) By repeating the instructions multiple times.

3- Which piece of information is missing from Ms. Ramirez's instructions?

- a) The temperature to proof the croissants.
- b) How to tell if the bread dough needs punching down.
- c) The exact quantity of ham and cheese sandwiches to make.

4- How could Ms. Ramirez's instructions be made more concise?

- a) By adding more details about each task.
- b) By eliminating unnecessary words and phrases.
- c) By speaking slower.

5- Which part of Ms. Ramirez's instructions is already concrete?

- a) "Get those morning pastries out."
- b) "Bake them at 350 for 15 minutes."
- c) "Check on the bread dough in the back."