

[AUDIO](#)

Question 1 - 6

Complete the notes below

Write **ONE WORD AND/OR A NUMBER** for each answer.

First day at work

Name of supervisor	1. _____
Where to leave coat and bag:	Use 2. _____ in staffroom
See Tiffany in HR:	To give 3. _____ number to collect 4. _____
Location of HR office:	On 5. _____ floor
Supervisor's mobile number:	6. _____

Questions 7-10

Complete the table below.

Write **ONE WORD ONLY** for each answer.

Responsibilities	Task 1	Task 2	Notes
Bakery section	Check sell by dates	Change price labels	Use [7] _____ labels
Sushi takeaway counter	Re-stock with [8] _____ boxes if needed	Wipe preparation area and clean the sink	Do not clean any knives
Meat and fish counters	Clean the serving area, including the weighing scales	Collect [9] _____ for the fish from the cold-room	Must wear special [10] _____

Dictation

KAEDEN: Hello Charlotte. I'm Kaeden, one of the supervisors. Welcome to the team.

CHARLOTTE: Hi Aiden.

KAEDEN: It's Kaeden.

CHARLOTTE: I'm so sorry.

KAEDEN: Don't worry. People often get my name wrong; they never know how to spell it. It's K-A-E-D-E-N, in case you ever need to write it.

CHARLOTTE: I'll try and remember.

KAEDEN: So, there are a few practical things you need to sort out this morning. Then I'll show you what you're going to do today.

CHARLOTTE: The email I received said to go to the **1.** _____, to show my letter of **2.** _____ and pick up my **3.** _____.

KAEDEN: You'll need that for the **4.** _____ and other areas of the supermarket where shoppers aren't allowed.

So, after you've finished at the front desk, I'll take you to the staffroom. Put your **5.** _____ and **6.** _____ in one of the **7.** _____ there. Take whichever one is free.

CHARLOTTE: Will I have a **8.** _____?

KAEDEN: Yes. Try not to **9.** _____ it. At the end of the day, leave it in the door for the next **10.** _____ to use.

CHARLOTTE: Will do.

KAEDEN: You also need to go to the **11.** _____ department to see Tiffany. She's really helpful.

CHARLOTTE: I was told to bring my **12.** _____ with me. HR need to take a note of the **13.** _____ in it.

KAEDEN: That's right. Or you can show your **14.** _____.

CHARLOTTE: I don't have one of those.

KAEDEN: OK. Tiffany will give you a **15.** _____. They have lots in different **16.** _____, so you just tell her what you need. I won't come with you to HR - I've got to go and sort something else out. Problem with a bread sheer.

CHARLOTTE: Is the HR office near the staffroom?

KAEDEN: The staffroom's on the first floor, and HR are a couple of floors **17.** _____ that, on the **18.** _____ floor. There's a **19.** _____ outside the staffroom.

CHARLOTTE: OK.

KAEDEN: When you've finished with HR, come and find me in the **20.** _____ section of the shop.

CHARLOTTE: I'm looking forward to getting started.

KAEDEN: I'll just give you my phone number, in case you can't find me. Have you got your phone there?

CHARLOTTE: Yes ... OK, ready.

KAEDEN: It's oh-four-one-two double-six-five nine-oh-three.

CHARLOTTE: OK, done.

KAEDEN: So, Charlotte, your tasks today are in the bakery section, on the sushi counter, and on the meat and fish counters.

The first job is to check sell-by dates on the **21.** _____ and **22.** _____. If any of the dates are **23.** _____, put a **24.** _____ price **25.** _____ on the **26.** _____.

CHARLOTTE: What if any of the labels are **27.** _____ dates, or older? Do I **28.** _____ those items away?

KAEDEN: Yes, but that shouldn't happen – we check the **29.** _____ every day. When something needs a new price label, put a **30.** _____ one on the **31.** _____, **32.** _____ to the original price.

CHARLOTTE: OK.

KAEDEN: After that, you'll go to the sushi takeaway counter.

CHARLOTTE: Will I be preparing boxes of food?

KAEDEN: For today, you'll just be helping the staff.

CHARLOTTE: Yes, of course.

KAEDEN: You'll see lots of flat **33.** _____ boxes at one end of the counter. **34.** _____ those is where we keep the **35.** _____ boxes – we run out of those really quickly, so you should **36.** _____ more from the storeroom.

CHARLOTTE: Is that my only task on the sushi counter?

KAEDEN: No. You also need to clean the area where they **37.** _____ the dishes. There are **38.** _____ and **39.** _____ of spray **40.** _____ the sink. Oh, and please make sure you clean that too.

CHARLOTTE: Sure. That's important, isn't it?

KAEDEN: Absolutely. But you mustn't wash up **41.** _____. You have to do some **42.** _____ before you're allowed to touch **43.** _____ objects.

CHARLOTTE: What should I do if there are any?

KAEDEN: Ask someone to put them in the **44.** _____.

CHARLOTTE: OK, thanks. I don't want to get anything wrong.

KAEDEN: Don't worry. You'll be fine. And I'll be around to help.

CHARLOTTE: Right.

KAEDEN: Finally, the meat and fish counters. You need to clean the area where staff serve customers, including wiping the **45.** _____.

CHARLOTTE: OK. Anything else?

KAEDEN: The fish is laid on **46.** _____, but when that starts to **47.** _____, you'll need to get more from the cold-room.

CHARLOTTE: I know the staff on the food counters wear a **48.** _____. Will that be the same for me?

KAEDEN: You won't be serving customers directly, so no. But make sure you put on thermal **49.** _____ when you take anything out of the cold-room. The **50.** _____ is low enough in there to get **51.** _____ from touching things.

CHARLOTTE: Understood.

