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
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	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 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.



RAEDEN. Finally, the meat and lish counters. You need to clean the area where stair 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.



