

READING PRACTICE

Reading: Completing a flowchart

Skills focus

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Another common reading task is complete a flowchart with words from the reading passage. There are three important techniques for completing a flowchart:

- Decide what type of word (verb, noun, adjective, past participle, etc.) goes in each gap.
- Use the linking and sequence words in the text to follow the order of the flowchart correctly.
- Identify the key words near the gaps in the flowchart and think about synonyms of them.

1 Look at the first part of the exam task below showing the process of opening a restaurant, then discuss these questions in pairs.

- 1 In question 1, what kind of word follows *become*, and what do you think the answer could be? What are synonyms of *deciding* and *getting rich*?
- 2 In question 2, can you think of a synonym for the linking phrase *First of all*?
- 3 In question 3, what kind of word follows pronouns like *your*?
- 4 In question 4, what kind of word follows *an*? And what letter could the answer start with? What phrase means *good-quality but inexpensive*? And would you expect the answer to question 4 to be similar to *inexpensive* or different? Why?
- 5 In question 5, what is another way to say *find*? From the rest of the question, what do you think answer could be?

Complete the flowchart below. Choose **NO MORE THAN TWO WORDS** from the text for each answer.

How to open a restaurant (part 1)

It is common to want to open a restaurant because you can become ¹____, as well as deciding on the menu and getting rich.

↓

First of all, you need to take the ²____ to open a restaurant.

↓

And then you should identify your ³____ of what type of restaurant you want it to be.

↓

You need to decide between an ⁴____ restaurant and one that serves good-quality but inexpensive meals.

↓

If there are lots of restaurants which are similar to your idea, then your restaurant will not be successful. You need to find a ⁵____ in the market.

2 Read the first part of the text. Complete the flowchart in Exercise 1 and check your answers to the questions.

How to open a restaurant (part 1)

Many people dream of giving up their day job and opening a restaurant. It's an attractive idea – you get to be the boss, you get to choose the menu and the décor, and if it's successful, you can make a lot of money, not to mention the perk of being able to eat good food every night. But how realistic is it? I just opened my new restaurant a month ago, and it took three years of hard work to make it happen. Here's my advice on how to do it.

To begin with, once you have made the decision to open a restaurant, your next step is the concept. What type of restaurant is it? What kind of food do you want to serve? Is it going to be cheap and cheerful, or is it going to be an upmarket restaurant catering for people with lots of money? Then, when you have decided that, you have to see if there is a gap in the market in the area you want to open. If there are already three pizzerias in the area, opening a fourth doesn't make much sense.

Skills application

1 Follow the techniques on page 138 to complete this exam task.

Complete the flowchart below. Choose **NO MORE THAN TWO WORDS** from the text for each answer.

How to open a restaurant (part 2)

He advises that you should only design your own restaurant if you have ¹_____.



The writer advises employing a ²_____ to create the interior of the restaurant.



Make sure that the design of your restaurant feels ³_____ and ⁴_____ inside.



Next, you should employ ⁵_____.



The number-one thing to look for when hiring a chef is ⁶_____.



⁷_____ is the stage that comes after you have hired your staff.



Giving an ⁸_____ to the local media is also useful.



Get your chef to make some ⁹_____ of the food for the public to try.

How to open a restaurant (part 2)

Having spotted a gap in the market, what follows is that you need to find premises for hire. This is a key step, because in the restaurant business, location is very important. Some people will come to your restaurant because they have been before and liked it, others will come due to a recommendation from friends, but the majority of people will be customers passing by who are hungry and like the look of your restaurant.

So, when you have found and rented premises, the next step is the interior. How do you want the restaurant to look? A tip here from someone who knows – whatever you do, do not design the interior of your own restaurant unless you have experience. It may seem costly to hire a professional designer, but it will be worth it in the long run. Invest now, because so much of what attracts people to a restaurant is how it looks and, more importantly, how it feels. If it doesn't feel warm and welcoming, people won't come. So, find yourself a good designer, tell them what you want, but let them be creative.

Recruiting quality staff is the subsequent step. Start from the top, and when you're searching for a chef, make sure they have experience, qualifications and, above all, excellent references. It is worth going online to check out reviews

of the applicants' previous restaurants. If you read lots of reviews saying the quality of the food is poor, then it's a warning sign. Take your time and interview a shortlist of at least three chefs before you make your final decision. And I would recommend setting them a blind challenge. When they come for interview, give them all the same ingredients and an hour to cook a dish that they would be happy to serve in the restaurant. The results of this will point you in the right direction as to who to hire.

Having got your team in place, now you need to turn your attention to marketing. You need to find a way to get people talking about your wonderful new restaurant that is about to open. One way is to flyer shopping centres and maybe student areas, to spread the word. Another thing you can do is try and get a radio interview with a local station. You could also get your chef to cook some samples of the food and go out into the streets and offer people a freebie. If they like the food, there's a good chance they'll give the restaurant a go, especially if you offer a significant discount for their first visit. So, you've got all that done – now it's just time to open the door, get ready, calm the nerves and make sure that your opening night goes with a bang. And good luck!

2 Discuss these questions in pairs.

- 1 Would you like to open a restaurant one day? If so, what type of restaurant would it be?
- 2 Would you take the advice in the text and hire a professional to design the interior of your restaurant?
- 3 What do you think the pros and cons of having your own restaurant?

LISTENING PRACTICE 1

Listen and answer questions 1 - 4

Questions 1-4

Which bank provides the following?

Choose **FOUR** answers from the box and write the correct letter, **A-F**, next to questions **1-4**.

- 1 a branch on the campus
- 2 a free gift for new customers
- 3 special interest rates for students
- 4 no bank charges for certain customers

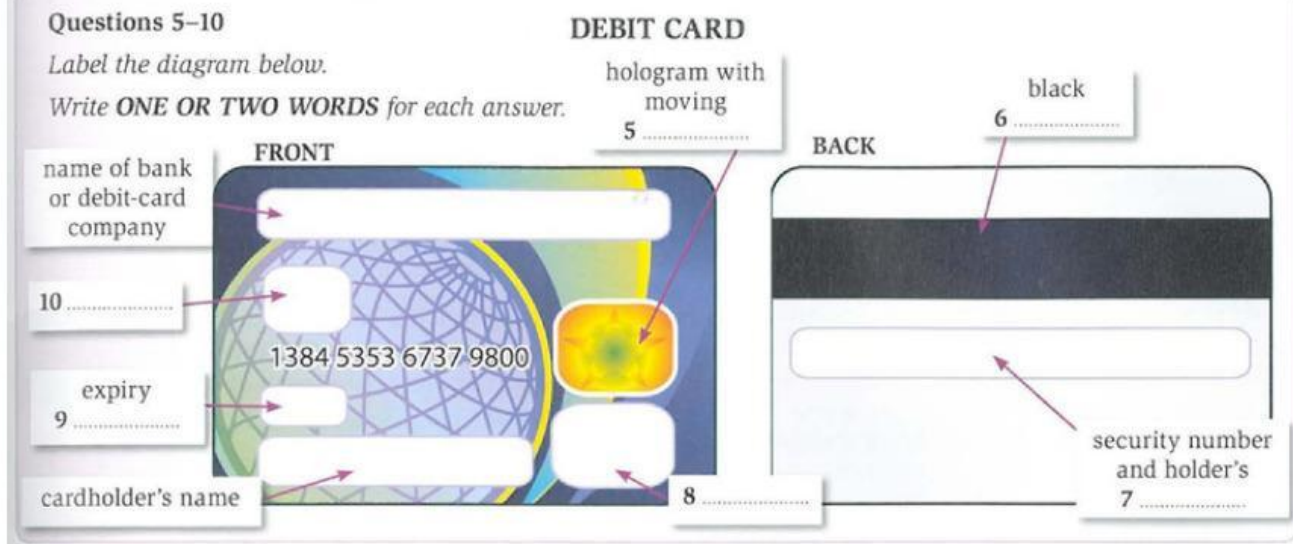
- | | |
|-----------------|-----------------------|
| A Evergreen | D International Union |
| B Finley's | E Moneysafe |
| C Great Western | F Northern Star |

Listen and answer questions 5 - 10

Questions 5-10

Label the diagram below.

Write **ONE OR TWO WORDS** for each answer.



LISTENING PRACTICE 2

2  Now listen and answer Questions 1–10.

Questions 1–4

Where will the following machines be?

Choose **FOUR** answers from the box and write the correct letter, **A–F**, next to questions 1–4.

- | | |
|------------------------|------------------------|
| 1 cash machine | 3 games machine |
| 2 ticket machine | 4 drinks machine |

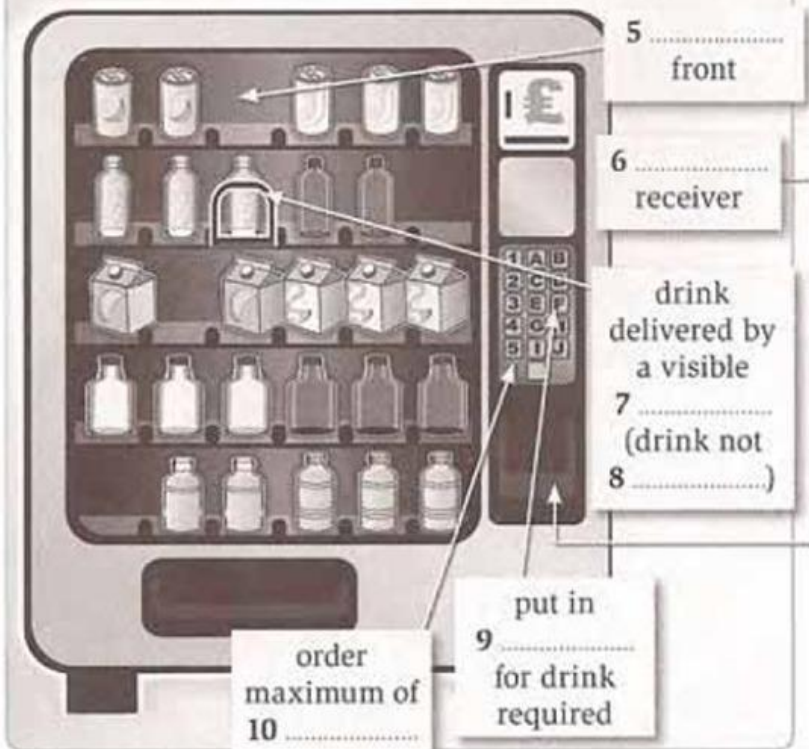
- | | |
|----------------------------|--------------------|
| A visitor centre | D entrance hall |
| B in front of the building | E exhibition halls |
| C next to elevators | F reception area |

Questions 5–10

Label the diagram below.

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

DRINKS MACHINE FOR STAFF ROOM



VOCABULARY & SPEAKING PRACTICE

2.1 Read this article and then look at the statements below.

Write *Yes* if the statement agrees with the opinions in the text and *No* if it contradicts them. Underline the part of the text that gave you your answer.

Has the present lived up to the expectations of the past? Through life in the twenty-first century would be like. Many science-fiction writers did manage to predict the influence the computer would have on our world. Some even imagined that it would take over our lives, develop a personality, and turn on its creators. To some extent they were right, especially when it comes to children and cyber addiction. One constant prediction was that, thanks to computers and machines, the time devoted to labour would diminish. Even in 1971, in his book *Future Shock*, Alvin Toffler envisaged a society awash with 'free time'. The author noted that time at work had been cut in half since the turn of the previous century and wrongly **speculated** that it would be cut in half again by 2000.

However, our **gadget**-filled homes are a tribute to the various visions of the future: the microwave oven, internet fridges with ice-cube dispensers, freezers, video **monitors**, climate control, dishwashers, washing machines, personal computers, wireless connections and cupboards full of instant food. These may no longer be considered **cutting-edge** but they have matched, if not **surpassed**, visions of how we would live. The domestic robot never quite happened, but if you can phone ahead to set the heating and use a remote control to operate the garage door, they may as well be redundant.

The car, of course, has failed to live up to our expectations. It has been given turbo engines, DVD players and automatic windows, but its tyres stick stubbornly to the road. Why doesn't it take off? The past promised us a flying car in various guises. In 1947 a **prototype** circled San Diego for more than an hour but later crashed in the desert. Some 30 patents for flying cars were registered in the US patent office last century but none of these ideas has been transformed into a commercially available vehicle.

- 1 A modern problem proves that computers are dominating our lives in some way. *Yes*
- 2 Alan Toffler's predictions have been proven true.
- 3 Household gadgets today have been a disappointment.
- 4 We have enough gadgets now to make robots unnecessary in the home.
- 5 Today's cars have fulfilled all predictions.
- 6 The mobile phone and the Internet have changed our world for the better.

2.2 Now match the words in bold in the text with these definitions.

- | | |
|---|---|
| 1 guessed | 6 be greater than expected |
| 2 a machine invented for a specific purpose (x 2) | 7 relating to computers |
| 3 the first working example of a machine | 8 a screen that images can be seen on |
| 4 almost real | 9 an adjective used to describe anything related to computers |
| 5 very modern | |

2.3 COMPOUND WORDS Match a word from box A with a word from box B and use the compound words to complete the sentences below.

A automatic cyber labour remote
silicon wireless

B chip connection control pilot
saving space

- 1 I can access the Internet from anywhere in my house because my laptop has a
- 2 The invention of the made watching television an even more passive experience.
- 3 In my view the dishwasher is one of the greatest devices.
- 4 People often talk about emails and text messages being lost in as if it were a real place.
- 5 Even flying a plane has been automated now. The is used for most of the flight.
- 6 The invention of the meant that computers could be much smaller.

2.4 Correct the mistakes in the text. Use **ONE WORD** only. Hyphenated words (e.g. *state-of-the-art*) count as one word.

Today's ¹~~advance~~ technology has brought many benefits. For example, nowadays we have many ²*small tools* that can save time in the home and, if you have access ³*with* a computer and a telephone ⁴*connect* then you can work almost anywhere you choose. What is more, modern software ⁵*programmes* are so user-friendly that you don't even need a great deal of computer knowledge to be able to ⁶*play* them.

However, there are some disadvantages to the ⁷*technology* era. For example, people today want to have the very ⁸*last* technology but, as new technology dates very quickly, an increasing amount of computer hardware is being dumped. This adds to our already serious pollution problems. Furthermore, ⁹*computerise* has led to fewer jobs and less human contact as many everyday transactions are now done ¹⁰*with* computer rather than manually.

- | | | | |
|---|-----------------------------|----|-------|
| 1 | <i>advanced</i> | 6 | |
| 2 | | 7 | |
| 3 | | 8 | |
| 4 | | 9 | |
| 5 | | 10 | |

Error warning!

Note the following spellings of the word *program*: *computer **program*** (UK and US spelling), *television **programme*** (UK spelling only). Note the different forms of *computer*: *computerise* (verb); *computerisation* (noun); *computerised* (adj): *We use a computerised system.* NOT ~~*a computerise system.*~~ *Automated* can be used in a similar way, but includes machines as well as computers: *Our processing system is fully automated.* We talk about *the computer era*, *the digital era* or *the technological era*. NOT ~~*the technology era.*~~