

TC EMPLOYEE: Hi. Can I help you?

VISITOR: I'd like to find out if you have any _____ suitable for families.

TC EMPLOYEE: Sure. How about taking your family for a cruise? **We have a steamship that takes passengers out several times a day (Example)** – it's over _____ years old.

VISITOR: That sounds interesting. How long is the trip?

TC EMPLOYEE: About an hour and a half. **And don't forget to take pictures of the _____ (Q1)**. They're all around you when you're on the boat and they look fantastic.

VISITOR: OK. And I assume there's a café or something on _____?

TC EMPLOYEE: Sure. How old are your children?

VISITOR: Er, my daughter's fifteen and my son's _____.

TC EMPLOYEE: Right. Well there are various things you can do once you've crossed the _____, to make a day of it. One thing that's very popular is a visit to the Country Farm. You're met off the boat by the farmer and he'll take you to the holding pens, where the _____ are kept. Children love feeling them!

VISITOR: My son would love that. He really likes animals.

TC EMPLOYEE: Well, **there's also a _____ -minute trek round the farm on a horse (Q2)**, if he wants.

VISITOR: Do you think he'd manage it? He hasn't done that before.

TC EMPLOYEE: Sure. It's suitable for complete _____.

VISITOR: Ah, good.

TC EMPLOYEE: And again, visitors are welcome to explore the farm on their own, as long as they take care to close gates and so on. **There are some very beautiful _____ along the side of the lake which also belong to the farm (Q3)** – they'll be just at their best now. You could easily spend an hour or _____ there.

VISITOR: OK. Well that all sounds good. **And can we get _____ there? (Q4)**

TC EMPLOYEE: **You can, and it's very good, though it's not _____ in the basic cost. You pay when you get there.**

VISITOR: Right.

VISITOR: So is there anything else to do over on that side of the lake?

TC EMPLOYEE: Well, what you can do is take a bike over on the _____ and then go on a cycling trip. There's a trail there called the Back Road – you could easily spend three or four hours exploring it, and the scenery's wonderful. **They'll give you a _____ when you get your ticket for the cruise – there's no extra charge. (Q5)**

VISITOR: What's the trail like in terms of _____?

TC EMPLOYEE: Quite challenging in places. It wouldn't be suitable for your seven-year-old. **It needs someone who's got a bit more _____.** (Q6)

VISITOR: Hmm. Well, my daughter loves cycling and so do I, so maybe the two of us could go, and my wife and son could stay on the _____. That might work out quite well. But we don't have bikes here... is there somewhere we could rent them?

TC EMPLOYEE: Yes, there's a place here in the city. **It's called** (Q7)

VISITOR: I'll just make a note of that – er, how do you spell it?

TC EMPLOYEE: R- _____ -T- _____ - _____ -E- _____ -O- _____ -S. It's just be the cruise ship terminal.

VISITOR: OK.

TC EMPLOYEE: You'd also need to pick up a _____ kit for the bike from there to take along with you, and you'd need to take along a _____ and some water – it'd be best to get those in the city.

VISITOR: Fine. That shouldn't be a problem. **And I assume I can rent a _____ from the bike place?** (Q8)

TC EMPLOYEE: **Sure, you should definitely get that.** It's a great ride, but you want to be well prepared because **it's very _____ – you won't see any shops round there, or anywhere to stay** (Q9), so you need to get back in time for the last _____.

VISITOR: Yeah. So what sort of prices are we looking at here?

TC EMPLOYEE: Let's see, that'd be one adult and one child for the cruise with farm tour, that's \$ _____, and an adult and a child for the cruise only so that's \$ _____ dollars altogether. Oh, wait a minute, how old did you say your daughter was?

VISITOR: Fifteen.

TC EMPLOYEE: Then I'm afraid **it's \$ _____** (Q10) because she has to pay the adult fare, which is \$75 instead of the child fare which is \$ _____ – sorry about that. VISITOR: That's OK. Er, so how do

...

Complete the notes below.

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

FAMILY EXCURSIONS

Cruise on a lake

Example

- Travel on an old*steamship*.....
- Can take photos of the **1**..... that surround the lake

Farm visit

- Children can help feed the sheep
- Visit can include a 40-minute ride on a **2**.....
- Visitors can walk in the farm's **3**..... by the lake
- **4**..... is available at extra cost

Cycling trips

- Cyclists explore the Back Road
- A 5..... is provided
- Only suitable for cyclists who have some 6.....
- Bikes can be hired from 7..... (near the Cruise Ship Terminal)
- Cyclists need:
 - a repair kit
 - food and drink
 - a 8..... (can be hired)
- There are no 9..... or accommodation in the area

Cost

- Total cost for whole family of cruise and farm visit: 10 \$.....

SECTION 2

Good morning everyone. My name's Joy Parkins and I'm the restaurant manager. And I understand that none of you've had any previous experience as kitchen assistants? Well, you might be feeling a bit nervous now, but most of our kitchen assistants say they enjoy the work. OK, they might get shouted at sometimes, but it's nothing personal, and **they're pleased that they have so many different things to do, which means they never get** _____

(Q11). And I'll tell you straightaway that if you do well, we might think about moving you up and giving you some more responsibility.

Right, well, you've all shown up on time, which is an excellent start. Now I'm glad to see none of you have unsuitable _____, so that's good – you need to be careful as the floors can get very wet and slippery. Those of you with long _____ have got it well out of the way, **but some of you'll need to remove your rings and** _____ **– just put them somewhere safe for today, and remember to leave them at home tomorrow, as they can be a safety hazard. (Q12)**

Now it's going to be a busy day for you all today – we don't have any tables free for this _____, and only a few for lunch (Q13). Fortunately we've got our Head Chef back – he was away on _____ all last week which meant the other chefs had extra work. Now, I'll tell you a bit more about the job in a minute but first, some general _____. For all of you, whatever your age, there's some equipment you mustn't use until you've been properly trained, like the waste disposal system for example, for health and safety reasons. **Then I think there are two of you here who are under 18 – that's Emma and Jake, isn't it? Right, so for you two, the meat _____ is out of bounds (Q14)**. And of course none of you are allowed to use the electric mixer until you've been shown how it works. Now you may have heard that this can be a stressful job, and I have to say that can be true. You'll be working an _____-hour day for the first week, though you'll have the chance to do overtime after that as well if you want to. But however long the hours are, you'll get a break in the middle. **What you will find is that you're on your feet all**

day long, lifting and carrying, so if you're not _____ now you soon will be! You'll find you don't have much
chance to take it easy – when someone tells you to do something you need to do it _____ (Q15&Q16) – but
at least we do have a very efficient air conditioning system compared with some kitchens.

Now let me tell you about some of the people you need to know. So as I said, I'm Joy Parkins and I decide
_____ does what during the day and how long they work for (Q17). I'll be trying to get you to work with as
many different people in the kitchen as possible, so that you learn while you're on the job. One person whose name
you must remember is David Field. If you _____ yourself at all, even if it's really minor, you must report to
him and he'll make sure the incident is recorded and you get the appropriate _____ (Q18). He's trained to
give basic treatment to staff himself, or he'll send you off somewhere else if necessary. Then there's Dexter Wills – he's
the person you need to see if you _____ a plate or something like that (Q19). Don't just leave it and hope no
one will notice – it's really important to get things noted and replaced or there could be problems later. And finally,
there's Mike Smith. He's the member of staff who takes care of all the stores of perishables, so if you notice we're
getting low in _____ or sugar or something, make sure you let him know so he can put in an order. (Q20)

OK, now the next thing ...

SECTION 2

Questions 11 – 14

Choose the correct letter, **A**, **B** or **C**.

Talk to new kitchen assistants

11 According to the manager, what do most people like about the job of kitchen assistant?

- A** the variety of work
- B** the friendly atmosphere
- C** the opportunities for promotion

12 The manager is concerned about some of the new staff's

- A** jewellery.
- B** hair styles.
- C** shoes.

13 The manager says that the day is likely to be busy for kitchen staff because

- A** it is a public holiday.
- B** the head chef is absent.
- C** the restaurant is almost fully booked.

14 Only kitchen staff who are 18 or older are allowed to use

- A** the waste disposal unit.
- B** the electric mixer.
- C** the meat slicer.

Questions 15 and 16

Choose **TWO** letters, **A-E**.

According to the manager, which **TWO** things can make the job of kitchen assistant stressful?

- A They have to follow orders immediately.
- B The kitchen gets very hot.
- C They may not be able to take a break.
- D They have to do overtime.
- E The work is physically demanding.

Questions 17 – 20

What is the responsibility of each of the following restaurant staff?

Choose **FOUR** answers from the box and write the correct letter, **A-F**, next to Questions 17-20

Responsibilities

- A training courses
- B food stocks
- C first aid
- D breakages
- E staff discounts
- F timetables

Restaurant staff

- 17 Joy Parkins
- 18 David Field
- 19 Dexter Wills
- 20 Mike Smith