

BOB: Hello, Pembroke Cycling Holidays, Bob speaking.

MARGARET: Oh hello. I've seen your advert for people to lead cycle trips. Are you the right person to speak to?

BOB: Yes, I am. Could I have your name, please?

MARGARET: **It's Margaret Smith. (Example)**

BOB: **Are you looking for a _____ job, Margaret? (Q1)**

MARGARET: **No, _____**. I've got a permanent job starting in a few months' time, and I want to do something else until then.

BOB: What work do you do?

MARGARET: This will probably sound crazy – I used to be a _____, and then I made a complete career change and **I'm going to be a _____ (Q2)**. I've just finished my training.

BOB: Right. And have you had any experience of leading cycle _____ ?

MARGARET: Yes, **I've led several bike tours in _____ (Q3)**. The trip to India that I had arranged to lead next month has now been cancelled, so when I saw you were _____ for tour leaders, I decided to apply.

BOB: OK. Now we normally have two or three leaders on a trip, depending on the _____ of the group. Some tours are for very experienced cyclists, but we've got a tour coming up soon in Spain, which is proving so popular we need an additional leader. It's a cycling holiday for _____. Would that suit you?

MARGARET: It certainly would. I enjoy working with _____, and I probably need some more experience before I go on a really challenging trip.

BOB: That tour includes several _____: have you worked with that age group before?

MARGARET: Yes, **I'm a volunteer worker in a _____ club (Q4)**, where I help people to improve their cycling skills. Before that I helped out in a cycling club where I taught _____.

BOB: Well that's great. Now the trip I mentioned is just for a fortnight, but there might be the possibility of leading other _____ after that. Would that fit in with your plans?

MARGARET: That's be fine. **I'll be free for _____ months. My job is due to start on October the _____, and I'm available from May the _____ until late September. (Q5)**

BOB: Good. Now is there anything I need to know about the food you eat? We usually have one or two people in the group who don't eat meat, or have some sort of food _____, so we're always very careful about that.

MARGARET: Yes, I'm allergic to _____ (Q6). Would that be a problem?

BOB: No, as long as we have enough _____, we can deal with that.

MARGARET: That's great.

MARGARET: It sounds really interesting – would you like me to fill in an application form?

BOB: Yes, please. Where should I post it to?

MARGARET: Could you send it to 27 – A- – B- – T-H- – O- – Place, Dumfries. (Q7)

BOB: And what's the postcode, please? (Q8)

MARGARET: _____ .

BOB: Was that P Papa or B Bravo?

MARGARET: P Papa.

BOB: Got that. If you could return the application form by Friday this week, we can interview you on _____ next week (Q9). Say half past two. Would that be possible for you?

MARGARET: Yes, it's fine. You're quite a long way from where I live, so I'll drive over on _____ .
Should I bring anything to the interview?

BOB: We'll have your application form, of course, but we'll need to see any _____ you've got that are relevant, in cycling, first aid, or whatever.

MARGARET: OK.

BOB: And at the interview we'd like to find out about your experience of being a tour guide, so could you prepare a _____ -minute talk about that, please? (Q10) You don't need slides or any complicated equipment – just some _____ .

MARGARET: Right. I'll start thinking about that straightaway!

BOB: Good. Well, we'll look forward to receiving your _____ form, and we'll contact you to confirm the interview.

MARGARET: Thanks very much.

BOB: Thank you, Margaret. Goodbye.

MARGARET: Bye.

Complete the note below.

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

Cycle tour leader: Applicant enquiry

Example

Name: Margaret*Smith*.....

About the applicant:

- wants a **1**..... job
- will soon start work as a **2**.....
- has led cycle trips in **3**.....
- interested in being a leader of a cycling trip for families
- is currently doing voluntary work with members of a **4**..... club
- available for five months from the 1st of **5**.....
- can't eat **6**.....

Contact details:

- address: 27 **7**..... Place, Dumfries
- postcode: **8**.....

Interview:

- interview at 2.30 pm on **9**.....
- will plan a short **10**..... about being a tour guide