

Read the text and answer the questions:

# Faces of Business

Britain still produces many things in its factories. But today British people have more money to spend. They want to enjoy themselves. So the fastest growing businesses in the UK are service industries – hotels, restaurants, travel, shopping, and computer and financial services. About 75% of British jobs are in service industries; they employ over twenty million people.

Many British companies have added new services to increase their business. Large supermarkets like Sainsbury's and Tesco do not only sell food. They also sell TVs and videos, clothes and petrol. They even offer financial services. Most supermarkets open seven days a week, and many other shops are also open on Sundays now.

1. Why are the service industries the fastest growing business in the UK?
2. Why have British companies added new services?

3. Drag and drop the sentences in the correct column:

Details



Large supermarkets sell TVs and videos.



Many supermarkets open on Sundays.



Many British companies have added new services to increase their business.



They offer financial services.

Most supermarkets open seven days a week.

Conclusion



4. When people in the UK have some money, what kind of services do they buy?

## Full-time and part-time work

About 45% of British workers are women, but many of them are in part-time jobs. About 44% of women work part-time. Many women do not want a full-time job because they want to spend time with their family. But only 9% of men work part time, usually because they cannot find a full-time job. About 16% of men and 7% of women are self-employed. They do not work for a company, but for themselves.

5. Why do many women work only in part-time jobs?

6. Who works the most in part-time jobs, women or men?

7. What does self-employed mean?

## Call centres

Many big companies use 'call centres'. In these centres, people speak to customers who often telephone outside the usual working hours. They take orders and answer questions. They also make calls to customers at home to increase the company's business.

8. Write a procedural text about how to use a call centre.  
Read the example:

### How to Make Slime

Goal - To make messy, gooey slime to play with.

#### Ingredients

- 1 cup of corn starch.
- 3 drops of food dye.
- Water.

#### Equipment

- 1 large bowl.
- 1 jug.
- 1 cup.

#### Method

1. Pour the cornstarch into the bowl.
2. Add a small amount of water to the bowl, stirring continuously.
3. Continue adding water until the slime becomes a gooey texture.
4. Add the drops of food dye into the slime and continue to stir until the dye is evenly mixed.
5. Allow the slime to set for 10-15 minutes.
6. Enjoy your slime!

#### Suggestion

Wear gloves when making your slime to prevent getting food dye on your hands.





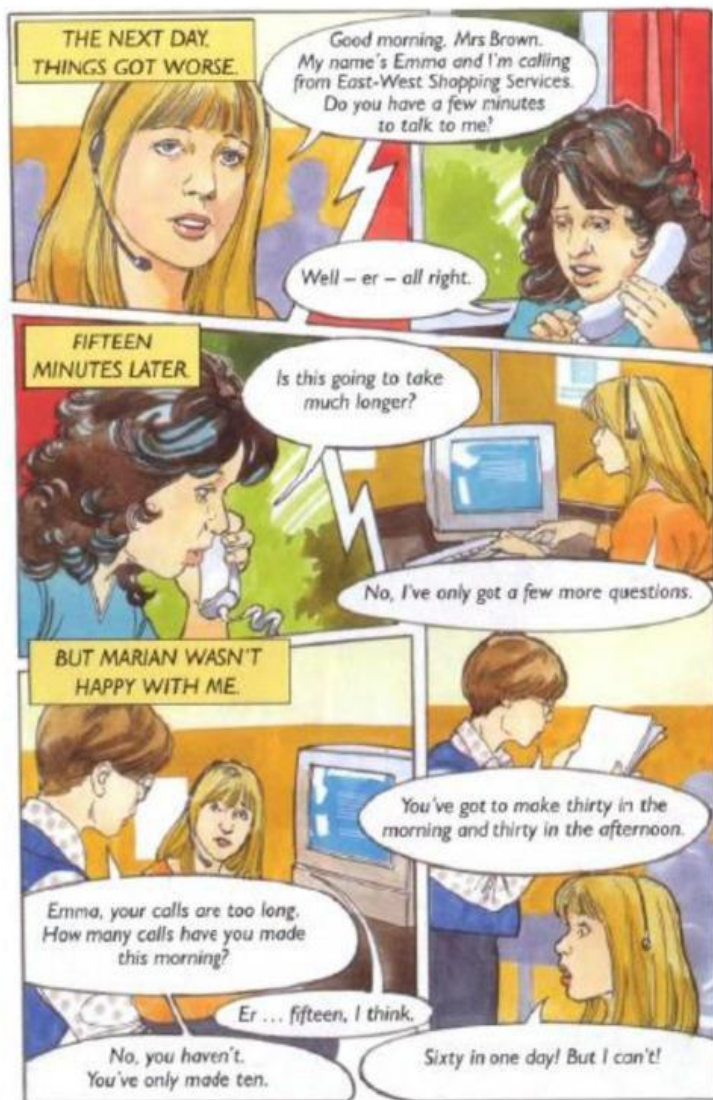


Read the comic book strip and answer the questions:

## THE CALL CENTRE







9. Where does the story take place?

10. Why do you think people working in the call centre leave their jobs?

11. How does Emma feel working at the call centre?

12. Who is the main character?

13. What do you think happens next? Make a prediction.

## The British and Food

'The British have a "sweet tooth". They love cakes, chocolates and sweets. At my hotel we cook traditional British puddings and our customers love them. Can you imagine a pudding made mostly with bread and butter? It exists in British cooking – "Bread and Butter Pudding". It's great!'

14. What does the phrase 'sweet tooth' mean?



15. Why do people buy ready-made meals or take-away?

## Holidays abroad

In 1998, for the first time, more British people had holidays abroad than in Britain. Twenty-nine million holidays were taken abroad and 27 million holidays were taken in Britain. Most British tourists buy 'package holidays' when they travel to other countries. The cost is for travel and a place to stay.

Europe is still more popular for British holiday-makers than other parts of the world. More people go on holidays to Spain than to any other country. But the USA is popular too. As air travel becomes cheaper, people are starting to go to the Caribbean countries and Australia for their holidays.

16. What is the most popular holiday destination?

17. Name 1 reason why the UK has more people traveling to other countries for their holidays.