

## 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<br>4. _____ |
| 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 needed               | 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] _____ |

## *DICTION*

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.

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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.** \_\_\_\_\_, **32.** \_\_\_\_\_ 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.

KAEDEN: Finally, the meat and fish counters. You need to clean the area where staff 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.

