



**Unit 7 Practice**

Task 1 (p.20)

Announcer : Situation.

You are Katherine Ho, a Secondary 1 student and the Recreational Officer of your class committee. You are planning a pizza party for your class.

You will have three tasks to do. Follow the instructions in the Question-Answer Book and on the recording to complete the tasks. You have two minutes to familiarise yourself with Tasks 1 to 3 before the recording begins.

Task 1.

You and other committee members are discussing the pizza party. Listen to the discussion and complete the party plan below.

You now have 30 seconds to study the task. At the end of the task, you will have 1 minute to tidy up your answers.

- John : OK, we'd better get started. The party is next week and we need to plan for it now!
- Katherine : I can order the pizzas, my friend works at Pizza Hat and we can get a discount.
- Sally : That's great. Will they deliver?
- Katherine : Yes, but it will be cheaper if we get them ourselves.
- John : OK. <sup>13</sup> I can pick up the pizzas on my way to class.
- Sally : What about drinks?
- Katherine : They're pretty expensive at Pizza Hat.
- Sally : OK. I'll buy some Coke at the supermarket, it's near my house. How much do we need?

- John : Thanks Sally. I think 2 bottles will be fine.
- Katherine : Do you mean the 2-litre bottles?
- John : Yeah.
- Katherine : Oh that's enough. And get some juice and tea too, not everybody likes Coke!
- Sally : <sup>1</sup><sup>2</sup><sup>3</sup> OK. 2 cartons of orange juice and a bottle of green tea.
- John : <sup>5</sup> Right and get some snacks — what about potato chips?
- Katherine : Sure. I know there's a promotion on for the jumbo size. <sup>4</sup> 2 packets will be enough.
- Sally : Maybe we can have some curry fishballs too?
- John : Good idea, Sally. <sup>6</sup> We shall get 2 pounds of fishballs. Will that be enough?
- Sally : <sup>7</sup> Yes, I will get 2 pounds of fishballs and 4 bags of curry powder.
- Katherine : Thanks Sally, that should be enough food, but we need some activities too.
- John : Well, does anyone have any ideas? What about you, Katherine?
- Katherine : Why don't we play some group games, like guessing the names of songs?
- Sally : That sounds like fun. Do you have any good CDs?
- John : <sup>14</sup> I can bring some. I have a lot of CDs.
- Katherine : And we should have some prizes for the winners.
- Sally : Why don't we buy some snacks as prizes? <sup>12</sup> I'll wrap them up.
- John : <sup>15</sup> I'll buy the prizes then.
- Katherine : Thanks, John. We can talk about what to buy later.

Sally : There's one more thing though, the classroom is really messy.

John : I know, but what can we do?

Katherine <sup>⑩ ⑪</sup> : That's no problem, I'll get some of our classmates to clean it up and put up some decorations.

John : Great, thanks Katherine, that's a big job.

Katherine : No problem, I like decorating and I know where I can buy some streamers and balloons cheap.

Sally : Well, I think we're about ready then.

John : Hang on. <sup>⑨</sup> We need to buy some paper plates and cups too. I almost forgot about it.

Sally : Good point. <sup>⑧</sup> I'll get 4 packs at the supermarket.

Announcer : This is the end of Task 1. You now have 1 minute to tidy up your answers.

## Task 2 (p.21)

Announcer : Task 2.

You are talking to a staff member of Pizza Hat. Listen to the conversation and fill in the order form below.

You now have 30 seconds to study the task. At the end of the task, you will have 1 minute to tidy up your answers.

Staff : Thank you for calling Pizza Hat, this is Parco. Can I take your order?

Katherine : Hi. I've got a pretty big order today. Can I order the food by phone?

Staff : Yes. Do you need delivery service?

Katherine : No. We'll pick up the food ourselves.

Staff : Then you should print the form online and fill it in. Our website is [www.pizzahat.com](http://www.pizzahat.com).

Katherine : OK. I see the form now. How can I get started?

Staff : Let's begin with the pizzas. What would you like to order?

Katherine : How big are your pizzas?

Staff : Large ones are 16 inches, mediums are 12 and small ones are 10 inches.

Katherine : OK, let's see... <sup>①</sup> A large pepperoni pizza, please.

Staff : OK. What other kinds of pizzas do you like?

Katherine : Well we have some vegetarians, what would you recommend?

Staff : The vegetarian and the super vegetarian combo are popular.

Katherine : OK. <sup>④</sup> I'll take a medium supers vegetarian combo. <sup>⑤</sup> What's on the super combo?

Staff : Pretty much everything, there are 5 kinds of veggies and 4 kinds of meats.

Katherine : That sounds good, I'll take a large one.

Staff : So that's 3 pizzas so far.

Katherine <sup>②</sup> : Yes, I'll also take a medium Italian sausage. We're having a party and I want to get a good variety — what else do you recommend?

Staff <sup>③</sup> : You could try the seafood special, that's different.

Katherine : OK I'll take a large one of that.

Staff : Alright then, that's 5 pizzas.

Katherine : Mm... are there any olives in your pizzas? I don't like olives.

Staff : Yes, we have. Please mark in the remarks at the bottom of the form if you don't want them.

Katherine <sup>⑨ ⑩</sup> : OK. I'll mark 'Don't put olives on the pizzas'... Done.

Staff : Do you want any snacks or drinks as well?

Katherine : Good idea. <sup>⑥</sup> I'll take the chicken wings.

Staff : You can try the Caesar salad as well. It's fresh and healthy.

Katherine : Emm... Caesar salad sounds good but it can get messy at a party. We'll have the onion rings instead.

Staff : OK. And the drinks?

Katherine : We've already got enough Coke for the party. Maybe 2 bottles of Cream Soda.

Staff : OK.

Katherine : How much is it so far?

Staff : It's \$519. You can pay by credit card or cash when you pick up the food.

Katherine : OK, we'll pay by cash. Thank you very much.

Staff : You're welcome.

Announcer : This is the end of Task 2. You now have 1 minute to tidy up your answers.

### Task 3 (p.22)

Announcer : Task 3.

After the pizza party, you and other committee members are filling in a customer satisfaction survey form for Pizza Hat. Listen to the conversation and fill in the survey form below.

You now have 30 seconds to study the task. At the end of the task, you will have 1 minute to tidy up your answers.

John : Hey here's a leaflet about a lucky draw. The first prize is a trip to Japan!

Katherine : Really? That's great!

John : It says we need to fill in an online survey form. We can give our opinions.

Sally : Alright — let's see. They need our contact information.

Katherine : You can give them my information.

Sally : OK, I'll do the typing. What's your phone number?

Katherine : 3717 8888.

Sally : That's your home number, right? I'll tick the box. And how about your email?

Katherine : It's katherine2247@starmail.com.

Sally : Is anything capitalised?

Katherine : No.

Sally : And it's 'at-starmail.com', right?

Katherine : Right.

Sally : OK. We ordered the pizzas this morning so it's the 12<sup>th</sup> of June. The first question is about food quality.

Katherine : The pizzas were great. And the onion rings were still hot and crispy when we started the party an hour later.

John : Yeah, I have to agree that their food was fantastic, even though I'm still mad about the service!

Sally : OK, so top marks for 'food quality' and bottom marks for 'customer service'.

John : Right!

Sally : Wait, there's also a question about waiting time. Wasn't that the main problem?

Katherine : Right. The customer service was good and the staff member was pretty nice. He helped me fill in the order form.

John : OK, but I had to wait for 30 minutes! They said they were busy with orders to be delivered.

Katherine : I see...maybe we shouldn't give the 'customer service' a 'poor', the staff will get in trouble. Put the 'poor' under the waiting time.

Sally : Do we need to say why we gave them a 'poor'? We can write it in the 'other comments' section.

John : Maybe something like 'Shorter waiting time for takeaway orders'.

Sally : OK...wait...

Katherine : We can leave the 'delivery service' blank as we did not use it. And how about the menu and the cost?

John : <sup>⑧</sup> The menu's OK. There were a lot of choices for regular pizzas. But I think there should be more snacks and drinks to choose from.

Sally : Then I choose OK for the 'menu', and maybe you can repeat your comments. I'll put them in 'other comments'.

John : Right. <sup>⑩</sup> 'More snacks and drinks to choose from'.

Sally : Thanks. And what about the cost?

Katherine : <sup>⑨</sup> The cost was fine. We paid around \$500, but we got a lot of pizzas.

Sally : So it's OK?

John : No, it's better than just OK.

Sally : Well, we're just about done. Do you have any other comments?

Katherine : <sup>⑫ ⑬</sup> Yes. They should offer free delivery for large orders!

Announcer : This is the end of Task 3. You now have 1 minute to tidy up your answers.