
ANSWER KEY**SAMPLE ANSWERS****PART 2****QUESTION 2**

Hi Sam,

I was so excited to hear about your new job. What a marvellous opportunity to fulfil your dream of working in the film industry, and in another country, too! I'm not surprised, though, that you feel a little anxious. You'll have a lot of responsibility and new skills to learn, not to mention a language barrier to overcome.

I remember feeling extremely uneasy when I had a small role in our college musical. It was the first time that I had sung on stage on my own. Just the thought of it made me panic! A friend of mine suggested some techniques to calm my anxiety. I recommend you try one or two of them when you first start your new job.

The first approach was to spend some time breathing very deeply. This quickly calms the body down and enables you to think more rationally. After all, you know you are capable of succeeding, or you wouldn't have been offered the job!

Another of their suggestions was that I visualised myself performing the song to universal applause. I had to imagine how wonderful I would feel when that happened. Failing all else, my friend suggested that I plan a little gift for myself at the end of the performance as a reward for being so 'courageous'.

I hope you find some of these tips useful. Let me know how you get on once you've started your new job!

Take care,

Ethan

QUESTION 3

For her eighteenth birthday, my sister received a gift certificate for lunch at The Tower restaurant. She was very excited to be going to this prestigious venue in the capital – as was I when she asked me to accompany her!

There's no doubt that the world-famous views that greeted us as we entered the restaurant were absolutely breathtaking. Despite my fear of heights, I couldn't help but walk around the whole restaurant, taking in the fascinating 360 degree views high above the city.

ANSWER KEY

Once seated in our elegant, soft seats, we chose the 'afternoon tea' option. To be honest, the gift certificate would not have covered the price of lunch for two people and we didn't have any spare money. The chef had gone to a lot of trouble to imagine sandwiches and cakes on the theme of a well-loved children's story. The creativity involved was exceptional – even the menu itself was edible! Delighted, we ordered some hot drinks, but were disappointed when we had to remind the waiter twice that we still hadn't received them. Eventually our drinks arrived, but a request for more was either forgotten or completely ignored.

Would I recommend The Tower for a celebration? The service was slow and the waiters made no effort at all to make my sister feel special. Although the food and views are outstanding, it's very expensive, so personally I would recommend visiting the lounge café on the floor below where you can enjoy the same luxury and views for considerably less money!

QUESTION 4Facilities for employees

The purpose of this report is to assess current facilities and identify how they might be improved for the future benefit of employees.

Eating

At present, we have two separate venues: a café and a restaurant, yet the food and drink choices in both are identical. The seating facilities in the café are inadequate, meaning there is often nowhere to sit. The restaurant is less popular because it is dark and unwelcoming.

Parking

It is felt that there is ample parking for staff as many employees come to work by train or bike. Those who do not drive to work, however, are less satisfied with the current situation as there have been numerous cycles stolen recently and as such security needs to be improved.

Relaxing

Currently the only 'chill-out' areas during the colder months are the café and restaurant. Their suitability as places to unwind has been mentioned above. There are some picnic tables outside but these are very hard and uncomfortable.

ANSWER KEYRecommendations

We strongly recommend that the café and restaurant be combined into one larger, more welcoming space offering a greater variety of menu choices.

We also recommend reducing the amount of car parking spaces and building in their place some secure, well-lit cycle sheds.

Finally, some of the car park area could be used to build a new kitchen where staff can make drinks or heat up meals. Seating areas and tables where employees could take time out should be included.