

## Supplement 1

### **The Garden of Abdul Gasazi**

Miss Hester left Fritz at home because...

Alan was...

Suddenly Fritz... and...

Mr. Gasazi detested dogs because...

The ducks flew up in the sky and...

On his way home Alan felt...

When he got to Miss Hesters he...

This is a story about...

The scariest part of the story was when...

I liked the picture where...

If I met a magician, I would...

If I was a magician I would...

## Supplement 2

### **The Garden of Abdul Gasazi**

Alan went back to Mr. Gasazi's place next day because he wanted to ask him something. He had a very important question. He walked between the two statues who guarded the secret garden. Everything was quiet. More quiet than yesterday. The trees were more big. He can't find the path, so he walked through the field with flowers. Then he saw the house. In front of the house two children playing, a boy and a girl. They had interesting clothes. He went to them and asked them: Where is Mr. Gasazi? I must ask him something. The girl said: This is our house and we don't know Mr. Gasazi. Maybe you are lost. Alan shocked. He walks home. Now he had two important questions and nobody to ask.

## New Shopping Centre for Danbury

“It’s not going to be good for business in the town centre. We’re struggling as it is.”

This was the response of Alice Adams, owner of Fantastic Flowers in the market place following the news late last night that planning permission has been given for a new shopping centre just off the Danbury ring road.

“People just don’t have money to spend, and if they start to go to this new centre, where they don’t have to pay to park and where everything they want is under one roof, then the town centre will just die”, added Alice, whose family have run the flower shop for the last thirty years.

Bob James, who was buying an anniversary present for his wife when our reporter, Tim Smith, dropped in to the shop to get Alice’s reaction to the news, isn’t so pessimistic.

“I think customers are loyal to the local shops. We get good service, there are lots of buses, and the place has character. In these shopping centres you could be anywhere. They are all the same.”

Ann Bradshaw, who has worked for Alice for five years, joins in the conversation as she wraps the roses Bob has bought.

“One problem is the parking here. There isn’t enough of it. Another is that since the big supermarket arrived, about four years ago now, a few of the shops in town have closed. We have no butcher’s or greengrocer’s. We used to have three baker’s shops and now there is just the one. Our business isn’t as good as it once was. People come here for special occasions but for a bunch of flowers or a plant to brighten up the living room, they go to the supermarket.”

So there are mixed feelings in Danbury. But the project will go ahead and the centre is expected to open for business in time for the run up to Christmas next year. Exactly which shops, and how many, will be opening there has not been revealed yet. As they left the meeting last night, town planners were confident that the new centre will not take away trade from the town, but that it will bring job opportunities to the area.

## Supplement 4

KQ2

### **Social Event**

A: Hello, my name's \_\_\_\_\_

B: I'm \_\_\_\_\_. Nice to meet you.

A: You too. Where do you work?

B: In the \_\_\_\_\_ shop. What about you?

A: In the \_\_\_\_\_. Have you worked in a shop before?

B: Yes, our shop is part of a chain. I used to work at the branch in the town centre. And you?

## Supplement 5

KQ2

### **Introductions**

My name is \_\_\_\_\_

I live in \_\_\_\_\_

I work as a \_\_\_\_\_

In my spare time I like to \_\_\_\_\_

Our shop is called \_\_\_\_\_

We sell \_\_\_\_\_

## Supplement 6

### KQ3: Example of location for the shopping centre

This is how you find the shopping centre. It does not take long to drive there from the town. Imagine that you are leaving the town with the chemist's, the travel agent's and the bank on your right. Turn left just after the health centre at the traffic lights. Take the first exit. You will pass the library and the park on your left. When you see The White Swan pub, take the next left and continue down the road for about two kilometers. When you reach the next roundabout, you will see a sign for the shopping centre. It is the third exit from the roundabout.

## Supplement 7

### KQ3: Sample language

#### **Publicity**

1. The new shopping centre has now been open for a month. We were there yesterday and spoke to some of the customers. We wanted to know what they like about the centre and also if there is anything they don't like. We talked to three people .....

2. In the advert, include the name of the centre and how to get there. Give details of any special offers.

3. Dear Sir,

I visited your new shopping centre yesterday and I was really impressed. I want to tell you about something that happened to me.

4. Dear Sir,

I visited the new shopping centre yesterday and I was not at all impressed. I want to tell you what happened.

5. Dear Sir,

I visited your shopping centre for the first time yesterday. I really like it, but I would also like to make a suggestion.

## Supplement 8

### KQ3: Common questions

#### **Common questions**

- Where are the toilets?
- Is there a cashpoint?
- Where can I find the\_\_\_\_\_?
- What time do you close?
- Is there a children's play area? name is

### **Diary**

Went to the new shopping centre today. I do love that place. It's fresh and clean, so light and airy and there is a lot of room to just walk about and look at all the lovely new shops. The flower shop is one of my favourites – smells wonderful when you walk in and the colours are a treat for my eyes. Usually stop for a chat with Mandy who used to live next door and has just started working at the centre. Was there yesterday, as usual on a Friday morning. Had coffee and a nice Danish pastry and popped in to see Mandy. She told me all about the shoplifting that is going on there. Her shop hasn't been too badly hit, but the clothes, jewellery and shoe shops have lost a lot of things, and the sports shop has real problems. They don't know who is responsible but Mandy says that the staff really need to keep their eyes peeled now and that they can't leave the shop to go into the storeroom if they are on their own. It makes me so sad and so cross. Why can't people just leave things alone?!

## Supplement 10

KQ1: The Hotel / Press release

### P R E S S   R E L E A S E

#### Contact

Jeff Brooks                      12345, Main Street  
Head of Marketing            Portland  
WonderStay                      OR 32345  
International Hotels          Phone: 676-555 01 90  
Phone: 676-555 01 90      Fax: 676-555 01 91

**WONDERSTAY  
INTERNATIONAL**

#### **A new addition to the WonderStay International Hotel Group to be built in the United Kingdom**

Portland, OR, 23 September 2014: WonderStay International announce plans for a new hotel to be located in the United Kingdom and due to open in the new year. This will be the first new WonderStay Hotel in Europe since the opening of WonderStay Brussels two years ago. The chain is well-established in North America, as well as in Asia, but this will be the company's first hotel in the UK. The company has established an office in London and the plan is to expand in the UK and then Scandinavia. In a new move for the company, it has been announced that choice of location is likely to be outside the big cities, which are already well catered for, but to establish themselves in areas popular with visitors, but where there is a lack of affordable luxury of the kind WonderStay pride themselves on and which they consider to be a niche worth developing. The new UK hotel will therefore be something of an experiment for the group.

## Supplement 11

### KQ2: Reply to letter of application

John Smith  
WonderStay International Hotels (Europe)  
3 Granary Lane  
London SW1 2EC

Dear

I am writing to tell you that your recent application for a position with WonderStay International Hotels has been successful and we look forward to welcoming you to the company.

*John Smith*

John Smith  
Manager, Human Resources  
WonderStay International Hotels (Europe)

## Supplement 12

### KQ2: Job application

#### CV

**Joanna James**

15 Whitley Road,  
Newcastle  
NE12 15G,  
070 576 8675,  
[jjames@gmail.com](mailto:jjames@gmail.com)

I started work in the hotel branch when I was 18 during a gap year between finishing school and starting university. I went to Australia for six months, taking casual jobs in bars and restaurants to pay my way across the country. During that time I not only discovered a love of Australia but a love of cooking and of providing good service in whatever job I happened to be doing. My plans to study geography changed and instead I returned to the UK to study at the prestigious Drayton Academy in Brighton. After gaining international experience, I returned to the UK for family reasons.

#### Background

1. BA Hotel and Management
2. Advanced Diploma in Customer Service
3. Master of Business Administration

#### Other skills

4. One of my strengths is that I adapt easily to new cultures and workplaces. My professional life has been characterized by a desire to try new challenges and I have consciously chosen different types of hotel in different locations.
5. I speak several languages, which includes British Sign language
6. I get along with people and have made some really good friends among my staff, from the cleaning staff up to the general manager.
7. I am a qualified first-aider

#### Professional background

Trainee Manager	Dewleys Hotel, Brighton	1992-1996
Manager	The Cranborough, Stratford on Avon	1996-2002
Assistant Manager	Springfield International, Toronto	2002-2008
Manager	Springfield International, Edinburgh	2008-present

#### Education

BA in Hotel and Management	Drayton Academy, Brighton, England	1988
----------------------------	------------------------------------	------

#### References

These can be supplied when requested