

SECTION 1 *Questions 1-20*

Questions 1-6

There are 5 advertisements A-E on the next page.

Answer the questions below by writing the letters of the appropriate advertisements in boxes 1-6 on your answer sheet.

1. Which advertisement is not for a restaurant?
2. Which TWO advertisements offer facilities for parties?
3. Which restaurant states that it serves breakfast?
4. Which restaurant will give you an extra serving if you present the coupon?
5. Which restaurant does not offer a takeaway service?
6. Which restaurant will bring the food you order to your house?

A

IT'S YOUR CHOICE

Buy a Burger
Get the same one
FREE!

You are invited to enjoy a special treat at Jaspar's Macquarie Plaza. Simply present this coupon with your next order and when you purchase the burger of your choice it will be our pleasure to give you another burger of the same variety absolutely FREE! Valid only at Macquarie and ONE voucher per customer per day.

Jaspar's Macquarie Plaza

North Richmond

Expires 9th May, 1997. Cannot be
used with any other Jaspar's offer.

Eat in or Takeaway
Level 3, next to the cinema complex

B

TRELLINIS
RESTAURANT

Fine Italian Food
B.Y.O Eat In - Takeaway
OPEN Lunch - Dinner

Now: Better Menu - Food - Service Superb
Winter Dishes and Dessert

Perfect for Parties
Separate party rooms and choice
of set menu available
For 10-80 people and value for \$\$\$

Ph: 271 8600 12 Oxford St. EPPING
Opp. PO. Ample parking

C

BYO
No Corkage
and licensed

693 2258
693 2260

Indian Flavour

DINNER 7 NIGHTS

- 10% discount on takeaways
- Free home delivery (local areas only)
- Banquet - only \$16.50 per person
- Separate party room (up to 90 people)

63-65 John Street, RYDE

D

writers cafe

Dante Trattoria, Shop 4, Spring Centre,
Soldier's Road, Neutral Bay. Ph: 953 1212

OPEN: 8am-midnight

CUISINE: Italian influence, menu changes
every four months. Breakfast includes
toast, pancakes, smoked salmon,
scrambled eggs, gourmet sausages
and fruit; light meals and lunch menu
includes pasta, salad, crepes, seafood,
soups, focaccia, burgers, desserts.

PRICES: Breakfast \$4.50 - \$8.90
Lunch \$6.90 - \$13.90

ATMOSPHERE: Relaxed and quiet. Patrons can
dine inside or out.

CREDIT CARDS: Yes

E

**VEGETARIAN
COOKING CLASSES**

Are you looking for some healthy
alternatives to your menu? Join our
creative and nutritious three week
program conducted by qualified
professionals, including delicious
tastings and demonstrations.

Starting Wednesday May 10
at 7.15 pm.

Centre for Health Management

SYDNEY DAY HOSPITAL

BOOK NOW 748 9696

Questions 7-12

The following text is a series of general instructions for using a microwave oven. Part of each instruction is underlined. In boxes 7-12 on your answer sheet write:

- E** if the underlined section gives an **EXAMPLE** of the instruction
R if the underlined section gives a **REASON** for the instruction
CP if the underlined section is a **CORRECT PROCEDURE**.

GENERAL INSTRUCTIONS FOR THE USE OF YOUR MICROWAVE

Example

Answer

Do not boil eggs in their shell (unless otherwise stated).
Pressure will build up and the eggs will explode.

R

7. Whilst heating liquids which contain air (e.g. milk or milk based fluids), stir several times during heating to avoid spillage of the liquid from the container.
8. Potatoes, apples, egg yolks, whole squash and sausages are all foods with non-porous skins. This type of food must be pierced before cooking, to prevent bursting.
9. Do not dry clothes or other materials in the oven. They may catch on fire.
10. Do not cook food directly on glass oven tray unless indicated in recipes. Food should be placed in a suitable cooking utensil.
11. Do not hit control panel. Damage to controls may occur.
12. Clean the oven, the door and the seals with water and a mild detergent at regular intervals. Never use an abrasive cleaner that may scratch the surfaces around the door.

Questions 13-20

Read the "Guided Walks and Nature Activities" information below, and answer Questions 13-20.

Kuringai Chase National Park Guided Walks and Nature Activities

SUNDAY MAY 7

EASY

Early Morning Stroll in Upper Lane Cove Valley

Meet at 7.30 am at the end of Day Rd, Cheltenham while the bush is alive with birdsong.

Round trip: 4 hours

FRIDAY MAY 12

MEDIUM

Possum Prowl

Meet 7.30 pm at Seaforth Oval carpark. Enjoy the peace of the bush at night. Lovely water views. Bring torch and wear non-slip shoes as some rock clambering involved. Coffee and biscuits supplied.

Duration: 2 hours

SUNDAY JUNE 4

HARD

Bairne / Basin Track

Meet 9.30 am Track #8, West Head Road. Magnificent Pittwater views. Visit Beechwood cottage. Bring lunch and drink. Some steep sections. Reasonable fitness required.

Duration: approx. 6 hours.

FRIDAY JUNE 16

EASY

Poetry around a mid-winter campfire

Meet 7.00 pm Kalkaari Visitor Centre. Share your favourite poem or one of your own with a group around a gently crackling fire. Billy tea and damper to follow. Dress up warmly. Bring a mug and a rug (or a chair). Cost \$4.00 per person.

Duration: 2.5 hours

SUNDAY JUNE 25

EASY

Morning Walk at Mitchell Park

Meet 8.30 am entrance to Mitchell Park, Mitchell Park Rd, Cattai for a pleasant walk wandering through rainforest, river flats and dry forest to swampland. Binoculars a must to bring as many birds live here. Finish with morning tea.

Duration: 3 hours.

GRADING

EASY suitable for ALL fitness levels

MEDIUM for those who PERIODICALLY exercise

HARD only if you REGULARLY exercise

Questions 13-20

Below is a chart containing some of the Kuringai Chase Park Nature Activities. Fill in the blanks using information from the brochure "Guided Walks and Nature Activities". Write **NO MORE THAN THREE WORDS** in boxes 13-20 on your answer sheet.

ACTIVITY	WHAT TO BRING / WEAR	WHAT IS SUPPLIED	CHIEF ATTRACTION
EARLY MORNING STROLL			____(13)____
MORNING WALK	____(14)____		varied landscape, birds
POETRY	warm clothes, mug rug / chair, poem	____(15)____ ____(16)____	
____(17)____	____(18)____ ____(19)____	coffee, biscuits	peace, ____(20)____

SECTION 2 Questions 21-31

Below are the course descriptions for five courses offered by a local community college. Read the descriptions and answer questions 21-31.

Community College Courses

COURSE A

If you have no previous experience with computers, or you have some gaps in your knowledge of the basics, then this is an appropriate course for you. This course will give you a thorough grounding in the fundamental concepts of computing common to all computers. It is a practical "hands on" course that looks at how a computer operates and how the programs work. Using three of the most widely used programs in business, you will learn the basics of word processing, spreadsheets and databases. By the completion of the course you will be productive at a basic level and competent to progress to the elementary level of any of the specialised programs. No previous computer skills assumed.

2 days

Fee: \$279

25045 Wed/Thurs 12, 13 April 9.15 am-5.15 pm

25006 Tues/Wed 30, 31 May 9.15 am-5.15 pm

COURSE B

In dealing with your customers you are in a position of great importance. Your abilities directly influence the company's bottom line. This course will look at ways to revitalise the customer contact skills you already have and add many more. Learn ways to improve your communication with customers, at all levels; techniques to use with difficult customers, how to confidently handle complaints and keep your cool in stressful situations. Most importantly, you will learn to build goodwill and trust with your customers. Course notes, lunch and refreshments provided.

Joshua Smith

Fee: \$145

25026 Sat 20 May 9.00 am-4.00 pm

COURSE C

Everything you need to know before purchasing or starting a coffee shop, tearooms or small restaurant. A useful course for all aspiring owners, managers, and employees of these small businesses to assist them in ensuring they don't make expensive mistakes and that their customers return again and again... Bring lunch. Notes and manual available (if required) for \$25 from Tutor.

Sarah Bridge

Fee: \$55 (no concession)

25252 Sat 6 May 10.00 am- 3.00 pm

COURSE D

This course covers three areas of business communication:

- Interpersonal Communication
- Telephone Skills
- Business Writing Skills

Learning Outcomes: At the end of the course participants will be able to effectively: Plan and write workplace documents in plain English; gather, record and convey information using the telephone and in a face-to-face situation; interact with clients within and external to the workplace about routine matters using the telephone and face-to-face contact. An excellent course for those entering or returning to the workforce. A Statement of Competency is issued if the assessment requirements are successfully completed.

Douglass McDougall

Fee: \$135

25021 Wed 3 May-21 June 7.00-9.00 pm

COURSE E

Are you hating work, wanting a different job, needing a change or wanting a promotion? Come along to a new two day program for women. We will explore your work goals and what holds you back, your fears in a work environment and how you handle them, your image and what it says to others, your communication style and what it says. You will develop more confidence to make changes, get clearer about what you want and have the courage to act. It is a relaxed, informative and fun workshop with lots of practical tips!

Sophie Bradley

Fee \$199

25036 Sun 18,25 June 9.30 am-4.30 pm

Questions 21-25

Choose the title which best fits each course and write the number I to IX in boxes 21-25 on your answer sheet. Note: there are more titles than you will need.

- I. MANAGING EXPANSION IN YOUR RESTAURANT
- II. MAKING CAREER CHANGES FOR WOMEN
- III. EFFECTIVE WORKPLACE COMMUNICATION
- IV. EXCEPTIONAL CUSTOMER SERVICE
- V. ADVANCED COMPUTING SKILLS
- VI. COMMUNICATING EFFECTIVELY
- VII. INTRODUCTORY COMPUTER SKILLS
- VIII. RESTAURANT MANAGEMENT FOR NON-MANAGERS
- IX. BUSINESS WRITING COURSE

Course A: _____(21)_____

Course B: _____(22)_____

Course C: _____(23)_____

Course D: _____(24)_____

Course E: _____(25)_____

Questions 26-30

From the information about the courses, answer Questions 26-30 by writing the appropriate **LETTER OR LETTERS A-E** in boxes 26-30 on your answer sheet.

- 26. Which course is not specifically related to people's jobs?
 - 27. In which course are men not invited to participate?
 - 28. Which TWO courses have course notes to go with them?
 - 29. Which course will deal with writing skills?
 - 30. Which course is on at night?
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