

GT Reading Mock Test 32:

Part 2: Question 15-27

Read the text below and answers to the questions **5-27** on your answer sheet.

GT Reading: "Bon Thai Restaurants" & "Harassment in the workplace"

Read the passage below and answer **Questions 15-20**.

BON THAI RESTAURANTS

ABOUT BON THAI

With 53 outlets in the north and south islands and employing over 160 people, Bon Thai restaurants are the leading Thai restaurant chain in New Zealand. Founder, Mr. Tom Yuto, unites his restaurants under the shared motto: 'Extraordinary Food, Exceptional Service'. With this in mind, our first priority at Bon Thai is to transform the Asian dining experience into a memorable occasion that patrons will want to repeat.

EMPLOYMENT and TRAINING with BON THAI

Waiters and Waitresses

Bon Thai offers a pleasant working environment, with a wide range of opportunities. Waiting positions at Bon Thai restaurants are a popular choice for students looking for flexible working hours and interaction with the public. Wait staff occupy a front-line position of significant responsibility and all applicants are thoroughly reviewed. A recent Sullivan Report indicated 68% of customers decided against a return restaurant visit because of a lack of interest conveyed by an employee. Motivation and enthusiasm are therefore essential requirements for any prospective Bon Thai employee, as well as an acceptable level of English. Successful applicants must be able to warmly greet customers and answer questions regarding the menu.

The Recruitment Process

The application should be submitted online to our head office in Auckland. Within two weeks, you will receive an email acknowledging the receipt of your application. If your application has been successful, you will be invited to take part in the second stage of the employment process - a personal interview with the Manager of the Bon Thai restaurant in your area. The email will contain the date and time of the interview.

If the interview is satisfactory, you will be selected to take part in the three-week initial training course at the restaurant. Once your training is complete, the second formal interview with the Bon Thai restaurant Manager will take place. This is the fourth and final stage of the recruitment process.

If you have qualified as a successful candidate, the Manager may offer you full or part-time employment at the restaurant. If a position is currently unavailable, you will be invited to add your name to the waiting list of qualified candidates and the manager will contact you should a waiting position become vacant.

Remuneration

Remuneration rates for waiting positions at Bon Thai Restaurants will be discussed with potential employees during the final interview with the Restaurant Manager. Hourly rates depend upon seniority, length of service and vary slightly according to region.

Questions 15 - 20

Complete the sentences below.

Choose **NO MORE THAN THREE WORDS** from the text for each answer.

Write your answers in boxes **15 - 20** on your answer sheet.

15. The goal of Bon Thai restaurants is for customers their dining experience.

16. In addition to a good level of English, potential employees must have

17. Wait staff must welcome diners and be able to respond to questions about
18. The of the employment procedure is an interview with a local manager.
19. The last step in the recruitment process is the
20. If there are no jobs, successful candidates may place their name on the

*Read the text below and answer **Questions 21-27**.*

HARASSMENT IN THE WORKPLACE

Statistics indicate that harassment occurs most often at work. Harassment in the workplace is any unwelcome form of behaviour towards an employee which may offend, humiliate or intimidate. Employees, whether full-time or part-time, are not to be harassed by their employer, supervisor, or by any customer they may be required to deal with in the course of their working day.

Any employee can become a target for harassment as a result of sex, race, disability or religious belief etc. Harassment is often about a person, or a group of people, bullying or using power improperly towards another person or group of people. The following behaviors would, in most cases, constitute bullying or harassment:

- verbal abuse and joking that puts down or stereotypes other employees;

- joking about material in the workplace containing sexual or racial material;
- isolating or ignoring a person or group because of their sex, race, disability, religion etc.

If the employee does not mind the behavior then it is not considered harassment.

What to do if Harassed at Work

If you feel that what is happening to you in your workplace is against the law and would like clarification about what is considered just and fair behaviour, most governments have anti-discrimination boards that will help you. Many government websites that deal with workplace issues and discrimination are also an excellent secondary source of information. A third option is to check with the organisation you are working for to see if they have any policies dealing with discrimination or harassment. Often there will be a person in Human Resources who will be able to assist you.

Sometimes all that is necessary is to go to your employer and talk about the matter. It is against the law to treat unfairly or victimise anyone because a complaint in relation to harassment has been made. An employer is obliged to treat what is said with respect and to investigate any issues reported.

Before lodging a complaint, make sure you have all the necessary information. It is a good idea to keep a written record of the instances you wish to relate together with dates, times and names of any witnesses. Copies of any emails and other communications supporting your story would also add to your credibility.

In most cases, employers will do what they can to alleviate the situation and the matter will not need to be taken further. If, however, the harassment continues, or you feel you are being disadvantaged or mistreated because you raised the issue, employees are advised to contact the appropriate government agency which is empowered to intervene in such circumstances.

Questions 21 - 27

Complete the sentences below.

Choose **NO MORE THAN TWO WORDS** from the text for each answer.

Write your answers in boxes **21-27** on your answer sheet.

21. Unwelcome behaviour from any staff member or is considered harassment.

22. Harassment or bullying others involves inappropriately.

23. Harassment includes unsuitable jokes, or excluding or isolating a person.

24. should be contacted first by individuals that want to understand their rights at work.

25. A containing emails and other associated exchanges is recommended as part of the complaint process.

26. will do what they can to try to make a harassment problem less severe.

27. If a harassment problem cannot be solved at the workplace, employees should contact a suitable

ANSWER

15. to repeat
16. motivation and enthusiasm
17. the menu
18. second stage
19. second formal interview
20. waiting list
21. customer// any customer
22. using power
23. verbal abuse
24. anti-discrimination boards
25. written record
26. employers
27. government agency