

TEST 3

SECTION 1

- DIRECTOR: Good morning. Welcome to the Early Learning Childcare Centre. How may I help you?
- CAROL: Hi. I spoke to you last week about enrolling my daughter for next year.
- DIRECTOR: Oh, yes. I'll just get some details from you. So, you're her mother?
- CAROL: That's right.
- DIRECTOR: And, can I have your name?
- CAROL: It's Carol, Carol Smith. Example
- DIRECTOR: And your daughter's name?
- CAROL: It's Kate.
- DIRECTOR: Now, we have several groups at the centre and we cater for children from three to five years old. How old is your daughter?
- CAROL: She's three now but she turns four next month.
- DIRECTOR: I'll put four down because that's how old she'll be when she starts. Q1
- CAROL: Fine, she's so excited about her birthday and coming to the centre.
- DIRECTOR: That's good to hear. And what's your address?
- CAROL: It's 46 Wombat Road, that's W-O-M-B-A-T. Woodside 4032. Q2
- DIRECTOR: And what's the phone number?
- CAROL: Oh ... it's ... 3345 9865.
- DIRECTOR: So, have you decided on the days you'd like to bring your daughter here?
- CAROL: I'd prefer Monday and Wednesday if possible.
- DIRECTOR: Mmm. I'll check, Monday's fine, but I think the centre is already full for Wednesday. Erm. Yes. Sorry. It seems to be a very popular day. We can offer you a Thursday or a Friday as well.
- CAROL: Oh dear. I suppose Thursday would be all right because she has swimming on Friday. Q3
- DIRECTOR: OK, got that. Because a lot of parents work, we do offer flexible start and finish times. We are open from 7:30 in the morning until 6 o'clock at night. What time would you like your daughter to start?
- CAROL: I need to get to work in the city by 9:00 so I'll drop her off at 8:30. You're pretty close to the city here so that should give me plenty of time to get there. Q4
- DIRECTOR: That's fine. Now, we also need to decide which group she'll be in. We have two different groups and they're divided up according to age. There's the green group, which is for three- to four-year-olds. And then there's the red group which is for four- to five-year-olds.
- CAROL: She's quite mature for her age and she can already write her name and read a little.
- DIRECTOR: Well, I'll put her in the red group and we can always change her to the green one if there are any problems. Q5
- CAROL: That sounds fine.
- DIRECTOR: OK. Let's move on to meals. We can provide breakfast, lunch and dinner. As she's finishing pretty early, she won't need dinner, will you give her breakfast before she comes?
- CAROL: Yes, she'll only need lunch. Q6
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