

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 <u>Smith</u> .	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:	<u>I'll put four down because that's how old she'll be when she starts.</u>	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 <u>46 Wombat</u> 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. <u>I suppose Thursday would be all right</u> 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 <u>I'll drop her off at 8:30</u> . 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, <u>I'll put her in the red group</u> 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, <u>she'll only need lunch</u> .	Q6

- DIRECTOR: Now, does she have any medical conditions we need to know about?
Does she have asthma or any hearing problems for example?
- CAROL: No. But she does need to wear glasses. Q7
- DIRECTOR: Oh, I'll make a note of that.
- CAROL: Yes, she's pretty good about wearing them, she can't see much without them.
- DIRECTOR: Right. OK. Now, I also need emergency contact details.
- CAROL: So what sort of information do you need?
- DIRECTOR: Just the name and number of a friend or family member we can contact in case we can't get hold of you at any time.
- CAROL: OK. That'd better be my sister ... Jenny Ball. That's B-A-double L. Her Q8
phone number is 3346 7523.
- DIRECTOR: Great. So she is the child's aunt? Q9
- CAROL: Yes, that's right.
- DIRECTOR: I'll make a note of that as well. Now, is there anything you'd like to ask?
- CAROL: What about payment? How much are the fees each term?
- DIRECTOR: Well, for two days and the hours you've chosen, that will be \$450 altogether.
- CAROL: OK, and do I have to pay that now?
- DIRECTOR: No, we send out invoices once the children start at the centre. You can choose to pay at the end of each term or we do offer a slightly discounted rate if you pay every month.
- CAROL: Oh, I'll do that then. I find it easier to budget that way and I'm not used to Q10
the term dates just yet.
- DIRECTOR: Good, it makes it a lot simpler for us as well. Well, that's everything.
Would you like me to show you around ...?