

TEXT A: Workplace health and safety

Background information

Abby Nguyen is the owner of a fast-food shop in a suburban shopping centre. She is speaking to her team of twelve employees about workplace health and safety regulations and the fact that some employees are not following them.

QUESTIONS

- a** Identify **three** rules that Abby says employees are not following. 3 marks

1. _____

2. _____

3. _____

- b** Abby uses emphasis when she explains that employees shouldn't climb on benches and shelving. Give an example of a strategy that Abby uses to create emphasis. 1 mark

- c** Give a word or phrase to describe Abby's attitude in her speech. Support your answer with **one** example of her language and **one** example of her delivery. 3 marks

Word or phrase: _____

Language: _____

Delivery: _____

- d** What does Abby mean when she says she'll be 'keeping an eagle eye on you all'? 1 mark

- e** Give an example of a recent incident in which someone was injured because they didn't follow the rules. 2 marks
