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		
а	Identify three rules that Abby says employees are not following. 3 1	marks
	2	
	3	
b	Abby uses emphasis when she explains that employees shouldn't climb on benchand shelving. Give an example of a strategy that Abby uses to create emphasis.	nes I mark
c	Give a word or phrase to describe Abby's attitude in her speech. Support your arwith one example of her language and one example of her delivery.	nswer marks
	Word or phrase:	
	Language:	
	Delivery:	
d	What does Abby mean when she says she'll be 'keeping an eagle eye on you all'?	? I mark
е	Give an example of a recent incident in which someone was injured because the didn't follow the rules.	y marks