

**CAREER
PATHS**

WORLD Cup

Virginia Evans
Jenny Dooley
Alan Wheeler



Express Publishing

Table of Contents

Book

1

Unit 1 – Team Selection	4
Unit 2 – Match Scheduling	6
Unit 3 – Describing Matches	8
Unit 4 – Stadium Changes	10
Unit 5 – Parts of a Stadium 1	12
Unit 6 – Parts of a Stadium 2	14
Unit 7 – Parts of a Stadium 3	16
Unit 8 – Parking	18
Unit 9 – Signage	20
Unit 10 – Seating 1	22
Unit 11 – Seating 2	24
Unit 12 – Temporary Facilities	26
Unit 13 – Directions 1: To the Stadium	28
Unit 14 – Directions 2: At the Stadium	30
Unit 15 – Transportation Options	32
Glossary	34

Book

2

Unit 1 – Types of Tickets	4
Unit 2 – Ticket Information	6
Unit 3 – Ordering Tickets	8
Unit 4 – Checking Tickets	10
Unit 5 – Ticket Problems	12
Unit 6 – Safety 1	14
Unit 7 – Safety 2	16
Unit 8 – Security 1	18
Unit 9 – Security 2	20
Unit 10 – Security 3	22
Unit 11 – Security 4	24
Unit 12 – The Medical Center	26
Unit 13 – First Aid 1	28
Unit 14 – First Aid 2	30
Unit 15 – Announcements	32
Glossary	34

Book

3

Unit 1 – Concessions 1	4
Unit 2 – Concessions 2	6
Unit 3 – Concessions 3	8
Unit 4 – Concessions 4	10
Unit 5 – Retail 1	12
Unit 6 – Retail 2	14
Unit 7 – Cash Sales	16
Unit 8 – POS Systems	18
Unit 9 – Communications	20
Unit 10 – Media 1	22
Unit 11 – Media 2	24
Unit 12 – Hospitality Programs 1	26
Unit 13 – Hospitality Programs 2	28
Unit 14 – The Playing Field 1	30
Unit 15 – The Playing Field 2	32
Glossary	34

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some possible dangers at a stadium?
- 2 What can employees do to make a stadium less dangerous?

impede



passageway



escape route



patron



Keep our
Stadium
Safe!

All employees are responsible for making safety a top priority.

Remember the following rules:

secure

- In the event of an **emergency** in your work area, contact your supervisor immediately.
- Do not leave any objects in the **passageways**. This is dangerous because it **impedes** the movement of **patrons** or staff.
- Familiarize yourself with **escape routes** near your assigned work area. Management has **marked** all emergency exits with red signs. In the event of an **evacuation**, help patrons exit the building before you do. Contact your supervisor immediately after you exit.
- Follow all **fire prevention** guidelines for your work area. Also, know the location of the nearest **fire extinguisher**. Notify maintenance crew members of any expired extinguishers. They will replace them immediately.
- If you work with dangerous chemicals, **secure** them after use.

If you have any questions, please contact your supervisor.

Reading

2 Read the poster. Then, mark the following statements as true (T) or false (F).

- 1 ___ It is the responsibility of employees to mark the building's exits.
- 2 ___ Employees must contact supervisors before leaving in an emergency.
- 3 ___ Maintenance crew members replace expired fire extinguishers.

Vocabulary

3 Fill in the blanks with the correct words or phrases from the word bank.

Word BANK

escape route evacuation mark
fire extinguisher fire prevention
secure

- 1 The stadium has a safe where VIPs can _____ their valuables.
- 2 We followed the _____ to get out of the burning building.
- 3 It is a good idea to have a _____ in a food preparation area.
- 4 Please _____ the supplies that we need to order.
- 5 Managers instruct the new employees in proper _____ habits.
- 6 The _____ of the building was quick and orderly.

4 Write a word that is similar in meaning to the underlined part.

- 1 The lights will turn on if there is a dangerous situation. _ _ _ r _ _ n _ _
- 2 Any boxes in the passageways could slow the flow of fans' evacuation. _ m _ _ d _
- 3 Employees should treat all customers with respect. _ _ t _ _ n s
- 4 Safety is a thing of importance for stadium managers. _ _ i _ _ _ t _
- 5 Please clean up properly to keep the room free of danger. _ a _ _
- 6 Walk down the hall until you come to the green door. _ _ s _ _ g _ _ _ _

- 5 Listen and read the poster again. In the event of an evacuation, what should employees do?

Listening

- 6 Listen to a conversation between a manager and an employee. Read the announcement. Choose the correct answers.

- 1 Why is the manager speaking with the employee?
 A to inform her of a new rule
 B to applaud her hard work
 C to warn her about a faulty extinguisher
 D to scold her for a mistake
- 2 Why is the employee likely to do next?
 A remove the boxes
 B review the safety regulations
 C examine the fire extinguishers
 D write herself up

- 7 Listen again and complete the conversation.

Manager: Jenny, I need to 1 _____ about something.

Employee: 2 _____ is it Mr. Ferguson?

Manager: You left some 3 _____ in the passageway near the concession stand. It's a good thing I noticed before the patrons arrived.

Employee: Oh, I'm really sorry about that Mr. Ferguson. I guess I was just 4 _____.

Manager: Busy or not, you 5 _____ our safety regulations.

Employee: Uh, oh. I didn't realize that.

Manager: Don't leave boxes in the hallway again, otherwise I will have to 6 _____.

Employee: I definitely don't want that to happen.

Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I need to speak ...

Don't ... , otherwise ...

Next time, be more careful.

Student A: You are a manager. Talk to Student B about:

- a safety mistake he or she made
- the possible consequences
- what he or she needs to do next time

Student B: You are an employee. Talk to Student A about what you did incorrectly and what you will do next time.

Writing

- 9 Use the conversation from Task 8 to write a safety violation report.

Safety Violation Report

Supervisor's name: _____

Employee's name: _____

Describe the violation: _____

Risk posed by the violation: _____

How was the violations handled? [check (✓) one]

verbal warning

formal write up