

## Audioscript

### I

Announcer Speaker 1

Teenage girl: Every year my family get together and go down to the river for a picnic. There's usually about twelve of us - kids and grown-ups. We always do the same thing and this year I said I wasn't going. But my parents insisted because they said it would look rude. I wouldn't have minded if it was just the afternoon but I wasn't looking forward to the whole day. When I got there though my cousin had brought a couple of her friends and we sat together. I had a good time but I would still have preferred to stay at home.

Announcer: Speaker 2

Teenage boy: Every year someone in my family arranges a day out in London for all of us. This year my mum and I did it and we chose to go to a musical. It was difficult to find a show that would appeal to everyone and we were a bit worried that my granny or my cousins wouldn't like it, as in my family everyone says what they think. So when everyone said they'd had a great time, we knew we'd made the right choice. Nobody complained, even when we missed the train home and we had to wait an hour in the station.

Announcer: Speaker 3

Teenage girl: Last weekend my aunt and uncle and cousins were staying and we decided to go out for the day. We were going to the seaside but we hadn't gone far when we drove past the zoo and my cousins said they wanted to go in. So we decided we'd go in for an hour and then carry on to the seaside. But there was so much to see that we stayed there all day. My mum and dad and my granny really aren't keen on zoos and were looking forward to a day on the beach but the rest of us didn't mind at all.

Announcer: Speaker 4

Teenage boy: My sister's birthday is in the summer so we usually go out somewhere for the day. She said she wanted to go to a theme park this year which was good for me as I don't usually want to do what she suggests. It's a new park quite near where I live. I only went on half the rides I wanted to because it's huge. The whole park shut at six - I suppose because it was getting dark. It didn't matter though because mum and dad said we can go again. They enjoyed sitting in the café and reading the newspapers.

Announcer: Speaker 5

Teenage girl: Last Sunday I went to the seaside with my family. My brother and sister are older than me and they didn't really want to come but I persuaded them as otherwise it would have been a bit boring with mum, dad and my grandparents. When we got there, we had a swim in the sea and a lovely picnic which my granny made. We agreed that we'd take a boat out in the afternoon but when we went to get one they were all out, which was a real shame. Unfortunately we hadn't realised we needed to book. So we just went for another swim and then came home.

### II

Interviewer: Thanks for agreeing to see me today, Ivor. I know you're very busy.

Ivor: That's all right. It's a pleasure.

Interviewer: I'm doing an article for my magazine and first I'd like to know what you enjoy about running your restaurants.

Ivor: Mmm. Well, what I find immensely satisfying and exhausting at the same time is the huge responsibility. It can be quite frightening, though, at times.

Interviewer: Yes, I can imagine Why do you think your restaurants are so popular?

Ivor: We do get a lot of repeat business, you know, customers come back to us again and again. What they're looking for is a level of perfection that's not easy to find in most restaurants. In fact it's not easy for us to achieve day in and day out. But that's what separates us from the crowd, I think.

Interviewer: What advice would you give to someone starting a restaurant?

Ivor: I think it's essential to build a strong team. Without that the business can't succeed. We're like a family. Everyone has to play their part.

Interviewer: How do you train your staff?

Ivor: Well, the first thing I train them to do before they try and make a dish is to work out what the ingredients are. That's the starting point. How can they cook something if they can't taste what's in it?

Interviewer: What's the worst problem you've had to deal with?

Ivor: Well, we had one restaurant a few years ago that wasn't doing very well. It was full at the weekends but empty during the week. People were only booking it for a celebration of some kind. So we made a few changes, made it more relaxed so people felt it was somewhere they could go every day of the week.

Interviewer: You mentioned this earlier but can you explain in a bit more detail why you think your customers are so loyal?

Ivor: The key is to be consistent. You can't provide an excellent service one day and then not deliver the next. We have to make sure that every customer receives the same level of service. And I think it's the commitment to detail that keeps our standards so high.

Interviewer: Right. So how do you choose what goes on the menu?

Ivor: Well, that's what's so wonderful about cooking. it's seasonal, so the kind of things we cook changes every three months or so. In summer it's really light and fresh with lots of fish and salads. Then after that the food starts to get richer and heavier in September. There's more red meat and game on the menu for example

Interviewer: How do you manage to keep your staff motivated all the time?

Ivor: That's an interesting question. When they've done a good job, I tell them but one thing I don't do is to let them see every fantastic review we get. I'm more interested in finding out what we can do better and how we can continue to learn.

Interviewer: Do you ever get any complaints?

Ivor: Hardly ever about the food. Sometimes people aren't happy because they can't get a table. We get over 500 calls a day for Novello's, where there are just 20 tables. That's about 3,000 calls a week! Demand is really high and we have to make sure that people aren't disappointed.