



AUSTRIA TREND
HOTELS & RESORTS

New faces at the Europa



Jane Walters, 16, arrived from London on September 2 for a three-week European Union exchange programme as a waitress. She started an apprenticeship in hotel and catering last year, at the King's Hotel in London. At the Hotel Europa Jane continues her training in the breakfast room. She'll do all the things a waitress does: fold napkins, set the tables, serve breakfast and drinks. "I was so lucky to be able to work in Austria for a while," she said.



Robert Marek is the new apprentice chef in the main kitchen at the Europa. August 15 he started to work with the commis-chef in charge of vegetables. We asked Robert what that means: "I peel potatoes, slice cucumbers, chop onions and cut carrots and any other vegetables we cook." After some time Robert will move on to other departments and learn everything a cook must know. "After my apprenticeship I want to go abroad and work in hotels and restaurants all over the world," says Robert.

Hotel Europa

STAFF INFORMATION CARD

Name:	<input type="text"/>	Age:	<input type="text"/>
Nationality:	<input type="text"/>		
Position:	<input type="text"/>		
Department:	<input type="text"/>		
Entry date:	<input type="text"/>		

1 Meet Jane Walters

Read the paragraphs in the **Hotel Europa newsletter** and talk to a partner about Jane Walters and Robert Marek.

What is Jane's (Robert's) job?

Where does she (he) work?

When did she (he) start?

Then fill in the **Staff Information Card** for Jane.

2 I serve coffee or tea



Listen to Jane and Robert talking about the work they do. What do they do? Connect the answers.

Jane ●	<ul style="list-style-type: none"> ● works in the breakfast room. ● sets the tables. ● polishes the cutlery. ● serves coffee or tea.
Robert ●	<ul style="list-style-type: none"> ● works in the main kitchen. ● clears the tables. ● cleans the ashtrays. ● helps the commis-chef. ● washes vegetables.
The porter ●	<ul style="list-style-type: none"> ● peels potatoes. ● slices cucumbers. ● chops onions. ● cuts vegetables.
The commis-chef ●	<ul style="list-style-type: none"> ● cooks vegetable dishes. ● prepares steaks. ● makes cakes.

Tell a partner what they all do.

What's the English word for "Lehrling"?

And what is "Koch" in English?

3 Chef or cook?

Read the paragraph on the right and concentrate on the general idea. Then connect the following statements.

Generally ...

... a chef ●

- cooks in a school.
- works in a restaurant.
- cooks fast-food.
- works in a hospital.
- cooks in a hotel.
- is the chef de cuisine.

... a cook ●

Chef or Cook?

It is difficult to define the difference between **chef** and **cook**. Generally, a professional who cooks at a hotel or restaurant is called **chef**. Those working in a hospital, in a school, or at a fast-food restaurant are often called cooks.

The title **chef**, from the French **chef de cuisine** (boss in the kitchen), may be reserved for the main cook of a restaurant or kitchen.

4 Christoph Banz

Look at the photo and read the paragraph on the right.

What can you say about the following people?

André Bossard?

Christoph Banz?

Josef Hausberger?

Make notes in your copybook, then discuss your result with a partner.



André Bossard, General Manager of the Seoul Hilton, Korea, announced the appointment of **Christoph Banz** as assistant to **Josef Hausberger**, the executive chef. Before his new assignment Mr Banz cooked in Hong Kong, Toronto, Canada, and at the Bellevue Palace in Berne, Switzerland.

5 He started August 1

Interview someone in your class and make up a Staff Information Card for him or her in your copybook.

First complete the questions in the frame.

What <input type="text"/> name?	This is <input type="text"/>
What <input type="text"/> job?	He/She is <input type="text"/>
Where <input type="text"/> work?	<input type="text"/> works <input type="text"/>
When did <input type="text"/> start?	He/She started <input type="text"/>

Present your **interview** to the class.

Listen to the others and take notes in your copybook.

6 What do you do?

What kind of work do you do where you work?

What are the things apprentices do?

Discuss these questions in a group of 3 or 4.

Write a **paragraph** about yourself, your work and training at school and on the job (about 50 words).

Combine the questions and your answers and link the sentences.



New staff at Hotel Europa

Any service a hotel can provide can only be as good as the people who work at the hotel. It's the people who make or break a hotel. "That's why we at the Hotel Europa invest first and foremost in staff development," says Kathrin Allen, executive in charge of internal training. "Staff development here starts with an exquisite international apprentice training programme." And here, in front of Ms Allen and Kurt Miller, the maitre d'hotel, you can see our new staff, from left to right: Alice Conrath, apprentice confectioner and future pastry chef, Jane Walters, the exchange student from England, Jure Bulatovich, our first-year apprentice butcher, Robert Marek, apprentice chef, and Ashgar Rezwan, office apprentice in his first year, who works at the reception desk.



1 Hotel Europa staff

Look at the photo of people working at the Hotel Europa and read the paragraph in the Hotel Europa **newsletter**.

Who are the people in the photo?

What do they do? What are their jobs?

Where in the hotel do they work?

In the office, in the kitchen or in the restaurant?

Work with a partner, take notes in your copybook.

2 Where do you work?

- | | | |
|---|-----------------------------------|-----------------------------------|
| <input type="radio"/> In a supermarket. | In a <input type="radio"/> small | <input type="radio"/> hotel. |
| <input type="radio"/> In a butcher's shop. | <input type="radio"/> medium-size | <input type="radio"/> bakery. |
| <input type="radio"/> In a factory. | <input type="radio"/> large | <input type="radio"/> restaurant. |
| <input type="radio"/> In a meat processing plant. | | |

Where do your colleagues work?

3 Food & Beverage Manager

Look at the **job advertisement** on the left and underline all the jobs advertised.

What do these people do?

- | | |
|---|---|
| A commis de partie <input type="radio"/> | <input type="radio"/> orders all food and drink. |
| A pastry chef <input type="radio"/> | <input type="radio"/> cooks at a restaurant. |
| A food and beverage manager <input type="radio"/> | <input type="radio"/> makes sweet pies and tarts. |



With 26 hotels across Austria we are the leading group of hotels in Austria, offering >service to feel well< in business and city hotels as well as in holiday resorts.

To strengthen our team we have openings for the following positions:

- Food & Beverage Manager
- Commis de Partie
- Pastry Chef
- Waiters, Waitresses
- Bar staff

Applicants must have experience in large restaurants or hotels. Proper knowledge of German and English is required.

Please send your application with full career details, references and photo to:

Ms Catherine Meyerhoff
Hotel Europa, Kärntner Straße 18
A-1010 Wien, Austria

4 Training at the Europa

Read the **job descriptions** of bakers, butchers, confectioners and pastry chefs on the right. Complete the statements in the following chart. Put in **A** for baker, **B** for butcher and **C** for confectioner or pastry chef. Some of the lines will be valid for more than one job.

A baker

A butcher

A confectioner

A pastry chef

- produces all kinds of bread and rolls.
- cuts and prepares meat.
- makes cakes, pies, biscuits, etc.
- makes desserts in a restaurant.
- uses all kinds of flour.
- uses meat processing machinery.
- mixes pastes and dough.
- trims and cuts carcasses.
- loads and unloads the ovens.
- makes minced meat and sausages.
- decorates cakes and pies.
- cleans up after each job done.
- wears a uniform.
- keeps tools and machinery clean.
- serves customers.



Training for **butchers** covers all aspects of meat processing. Carcasses supplied from wholesalers must be trimmed and cut into joints as required in our kitchen. Butchers also mince meat and process it to make sausages or other meat products.



Bakers produce a great variety of bread and rolls made of all kinds of whole-meal or white flour. A baker's work includes mixing dough and pastes, moulding bread and rolls by hand or machine, and loading and unloading ovens.



A **confectioner** makes cakes, pies, tarts, biscuits, pastries, doughnuts, etc. The pastry chef is in charge of desserts at our restaurant. Both confectioner and pastry chef prepare and bake the cakes and pies and decorate them, so that they look as good as they taste.

5 Smelled great, tasted great



Listen to the interview with the apprentices at the Hotel Europa and look at the following statements. Correct them where necessary.

Jure cut pork cutlets and delivered chicken legs.

Bernie made 200 loaves of wholemeal bread.

Alice made the dough for 12 Sacher cakes.

Jane did the interview for the Hotel Europa newsletter.

6 What do you do?

In a group of 3 or 4 discuss where you work and what you do. Take notes in your copybook, write down your partners' **names**, the name and **size** of the **company** where each works, and what they do. Then present one of your group to the class. Listen to the other presentations and take notes.

Write a **summary** about your colleagues at work and/or at school, your place of work and what you do (50-100 words).

Where do you work? ►

NICE RICE
VEGETARIAN RESTAURANT

DAILY LUNCH SPECIALS
prepared by
Michael Hausen

1060 Wien, Mariahilfer Straße 45
01 586 2839

THE PINT
BREWERY PUB

Try our home-made beer
Friday – Sunday
6pm – 2 am

1020 Vienna, Prater Allee 2

RING BAKERS

Best Bread and Pastry
in Vienna
est. 1860

Daily Breakfast Home Service

1020, Hollandstraße 7
01 214 8736 Fax 214 87361
bakers@ring.at

Adventure Catering

*Buffet: Sandwiches, Snacks,
Finger Food
Weddings and Other Parties
Press Conferences
Films and Openings*

01 407 8119
0664 104 8220 Fax 01 402 6397
1180 Wien, Staudgasse 70
e-mail: accatering@hotmail.com

Fish & Company
VRANOVSKY

Mon-Friday 9.00-18.30
Saturday 9.00-17.00
Sunday closed

01 914 7494
fishco@council.net
Hütteldorfer Straße 191
1140 Wien



1 Nice Rice

Look at the advertisements on this and the opposite page.
What sort of information do they contain?

- | | |
|--|---|
| <input type="radio"/> name of business | <input type="radio"/> services they offer |
| <input type="radio"/> owner's name | <input type="radio"/> prices |
| <input type="radio"/> address | <input type="radio"/> opening hours |
| <input type="radio"/> telephone number | <input type="radio"/> what they specialize in |

Which advertisement do you like best?

Have you got an advertisement for your place of work?
Stick a copy of it in your copybook – or design a new one.

2 Where's that?



Look at the advertisements and listen to the **interview**
with Alice Conrath and Bernie Thaler.
Where do they work?

Alice <input type="radio"/>	works	<input type="radio"/> for Ring Bakers.
		<input type="radio"/> at the Hotel ...
		<input type="radio"/> in a small shop.
		<input type="radio"/> in a medium-size hotel.
Bernie <input type="radio"/>		<input type="radio"/> in a big company.

Where's that?

Alice's hotel <input type="radio"/>	is (located)	<input type="radio"/> in the centre of ...
		<input type="radio"/> in a pedestrian area.
		<input type="radio"/> in a small street.
		<input type="radio"/> in a shopping mall.
		<input type="radio"/> between ... and ...
		<input type="radio"/> near the underground.
Bernie's bakery <input type="radio"/>		<input type="radio"/> opposite the hotel ...

Compare your results with a partner.

3 We specialize in Danish pastry



Look at the advertisements and listen to Alice and Bernie.
 What do their companies offer?
 And what do they specialize in?
 Put in **A** for **Alice's** place of work and **B** for **Bernie's**.
 Work with a partner.

They	<input type="checkbox"/> make bread and rolls.
	<input type="checkbox"/> specialize in Danish pastry.
	<input type="checkbox"/> deliver breakfast to people's homes.
	<input type="checkbox"/> produce pastry.
	<input type="checkbox"/> cater to tourists from Western Europe.
	<input type="checkbox"/> offer a party service.
	<input type="checkbox"/> serve coffee and cakes in the afternoon.

4 Fresh pastry every morning

Look through the advertisements on this and the opposite page.
 Where do they offer the following services?

At the Hotel Europa they	organise conferences.
	serve vegetarian food.
	brew their own beer.
	provide the catering for ...
	sell fresh fish.
	offer a party service.
	serve Chinese food.
	serve grill specialities.
	offer a buffet lunch.
	serve food in the garden.
Where I work we	

5 At my place of work

Discuss the following questions in a group of 3 or 4.
 What's the name of your company?
 Where is it located?
 What kind of food and services do they offer?
 What do they specialize in?
 What do **you** specialize in?

Based on the questions and your answers write a **report**
 about your place of work, the food and services they offer
 and what you specialize in (50-100 words).
 Then tell your class about the discussion in your group.

AUSTRIA TREND
HOTELS & RESORTS

Your home away from home
in the centre of Vienna
catering for family affairs,
conferences and cultural events

1010 Wien, Kärntner Straße 18
+43 1 515 94-0
europa.wien@austria-trend.at

CHINA MAN
01 712 1773

Mon – Sat 11–14.30, 17–23.00
Sundays 11–23.00

Take out and home delivery

HOME SUSHI Party Service
chinaman@chello.at

SAFRAN
Indian Restaurant

Vienna's first address for
MUGHLAI Cuisine and
TANDOORI Grill Specialities

Buffet Lunch Monday-Friday
daily 11-15.00 and 18-23.00
Take-Out, Catering

Air Conditioning or
Garden Restaurant seating 100
1090 Wien, Garnisongasse 10
01 407 4234

CAFE-RESTAURANT MAX
All-Austrian
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CATERING AND PARTY SERVICE

01 512 4713
Monday-Friday 7.00-23.00
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AMERICAN FIFTIES
FIRST VIENNA DINER

Try our traditional American home-
cooking and reserve your table
586 7977--
Mon-Fri 11-2am, Sat, Sun 9-2am
1060 Gumpendorfer Straße 71

Pots and pans *and more* ►



Good kitchen equipment is very expensive but essential for the caterer. Everyone using it should take utmost care and pay attention to its proper handling. Equipment should be regularly cleaned and routinely serviced; it should be kept in safe operating conditions at all times.

In a new job it is most important that you learn to operate the equipment as quickly and safely as possible.



Cooking Tips

- Always keep knives sharp to do a proper job.
- Blunt knives are more dangerous than sharp ones.
- Whenever possible use separate sets of knives for cooked and uncooked food.
- Colour-coded knife sets, along with colour-coded chopping boards, are the ideal solution.



Appliances

- deep fryer
- dishwasher
- kitchen range
- microwave oven
- mixer
- oven
- salamander
- scales
- shelves
- sink
- steamer
- stove

Utensils

- carving fork
- chopping board
- cook's knife
- fish slice
- ladle
- peeler
- rolling pin
- spatula
- spoon
- strainer



Pots and pans

- casserole
- frying pan
- lid
- roasting pan
- saucepan
- pot
- stock pot



1 Appliances and utensils

Look at the photos and the list of **tools** on this and the opposite page. What are the tools called in English? Write the words around the photos. Work with a partner.

2 What's a steel for?



Look at the photos on the opposite page and listen to Robert Marek. He is showing Jane Walters around the kitchen at the Hotel Europa. Which **appliances** does he point out to her? Tick the words in the list. Which of the **knives** are they talking about? What are they used for? Connect the sentences.

A chef's knife <input type="radio"/>	is used	<input type="radio"/> for opening oysters.
A boning knife <input type="radio"/>		<input type="radio"/> for trimming vegetables.
An oyster knife <input type="radio"/>		<input type="radio"/> for boning raw/cooked meat.
A paring knife <input type="radio"/>		<input type="radio"/> for cutting bread.
A serrated knife <input type="radio"/>		<input type="radio"/> for sharpening knives.
A carving knife <input type="radio"/>		<input type="radio"/> for chopping and dicing food.
A steel <input type="radio"/>		<input type="radio"/> for slicing hot and cold meat.

3 For sharpening knives

Which kitchen tool is used for which job? Which tool(s) do you need ...

... to clean pots and pans?	... to store pots and pans?
... to store food?	... to warm up side dishes?
... to chop vegetables?	... to pick up a roast?
... to wash fruits?	... to serve soup?
... to bake bread?	... to fry fish?
... to cook food?	... to cook omelettes?

4 The right tool for the job

Which tools do you use at work? Which tools for which job? Discuss these questions in a group of 3 or 4.

Describe your kitchen at your place of work or at home: Which appliances can you use? Which tools and utensils? Take notes in your copybook. Then talk to your class about it.

Listen to the other presentations and find out which tools and appliances are most frequently mentioned.

Write a **memo** about the kitchen appliances, tools and utensils you can use (50-100 words).



The servers have to check their stations daily before lunch service according to the following checklist:

Tables and chairs

Table legs and chair seats need to be clean.

Polished silverware

The fork on the left, knife on the right, cutting edge facing inward.

Clean, polished wine glass

located at the tip of the knife, on the right; no chips, lipstick, juice pulp or water stains.

Centre pieces

Salt and pepper shakers, sugar bowl, all clean and full; clean ashtray (in smoking section only).

Linen

Napkins in proper fold must be standing erect with fold facing the guests; seams facing down (or away from the guests).



China

ashtray
coffee cup
coffee pot
cover plate
dessert plate
dinner plate
milk pot
salt & pepper shaker
side plate
soup cup
soup plate
sugar bowl
sugar sifter
vase

Cutlery

coffee/tea spoon
dessert knife
dessert fork
dessert spoon
dinner knife
dinner fork
fish knife
fish fork
side knife
steak knife
table spoon

Glasses

champagne flute
cocktail glass
red wine glass
water glass
white wine glass

Linen

napkin
tablecloth

1 China and linen

Look at the **photos** on the opposite page and study the list of words. What are the items in the photos called in English?

Read the text between the photos.

Which of the photos does the **server's manual** refer to?

2 What about the cutlery?



Look at the photos and listen to Jane setting the tables at the Europa. Ashgar Rezwan, the young receptionist, is helping her.

Which of the photos are they talking about?

Which of the items in the list opposite do they mention?

3 Everything in the right place



Listen to Jane setting the tables for breakfast.

How do they do it at the Europa?

Where do they put the following items?

**They put
We place**

the napkin ●

the knife ●

the fork ●

the coffee spoon ●

the coffee cup ●

the ashtray ●

the sugar ●

the flowers ●

the vase ●

● on the right.

● on the left.

● on the plate.

● in the middle.

● on the saucer.

● in the vase.

Compare your results with a partner.

4 Can you set the table?

Could you tell a colleague how to set the tables for lunch?

Take notes in your copybook,

then practise the scene with a partner.

How do you set the tables for breakfast or lunch at your place of work or at your school?

How do you do it at home?

Discuss the table settings in a group of 3 or 4, then present your result to your class.

Take notes, or make a sketch, of the other presentations.





White bread or brown?

In Great Britain and the USA most people eat bread made from white flour rather than wholemeal or brown flour. They prefer a white loaf to a dark one. White bread has always been a symbol of prosperity. Even in Roman times the rich people in the towns ate white bread, and the poor people in the country had to eat dark wholemeal bread because it was cheaper. White bread was a sign of luxury, also because people thought that white was pure.

Today people know that white bread is not a luxury. It does not cost more than wholemeal or dark bread. They also know that wholemeal bread is healthier and more nutritious than white bread. But still: more people eat white bread than wholemeal.



1 Grains

Bread is made from flour (pronounced like flower) and flour is made from grains.

In English the basic grains are called wheat, rye, barley, oats and hard wheat.

Look at the drawing on the left and find out what the grains looks like.

This must be

I think this is

2 White bread or brown?

Look at the photo of **bread** and **rolls** on the opposite page.

What are they called in English?

Work with a partner.

Then read the text about white and brown bread and complete the following statements.

The English prefer bread made from

- white flour.
- wholemeal flour.
- brown flour.

White bread has been a symbol of

- prosperity.
- luxury.
- purity.

In Roman times

- | | |
|-----------------------------------|--|
| <input type="radio"/> rich people | <input type="radio"/> ate wholemeal bread. |
| <input type="radio"/> poor people | <input type="radio"/> ate white bread. |

What kind of bread do people in Austria eat?

What do you like?

And your partner?

Describe in writing your favourite type of bread or rolls, e.g. type of grain and seeds, colour, crust and where you get it (50-100 words).

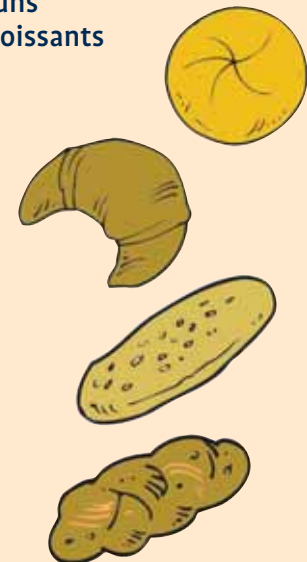


Sticks and loaves

French stick
baguette
wholemeal
blended wheat and rye
country loaf
five grains stick

Rolls

plaited rolls
buns
croissants



Seeds

caraway
poppy
pumpkin
sesame
sunflower
walnut



3 Sticks and loaves



Look at the list of bread and rolls and listen to Mr Cameron at the baker's.
What does he order?
For what day and time?
Listen again for the **quantities** and complete the order.

<input type="text"/>	sticks of	<input type="text"/>
<input type="text"/>	loaf of	<input type="text"/>
<input type="text"/>	loaves	<input type="text"/>

4 Very spicy



Different **seeds** are used on bread and rolls.
Do you know which ones?

Listen to the scene at the baker's and complete the following part.

And what's that over there?

The crusty one?
That's our
A dark blend of
with Very spicy.

Can you explain your favourite type of bread or roll to an English-speaking tourist?
Try it with a partner.

I can	Listening	I need more practice	Unit	Level
	understand simple phrases and information from an interview relating to what people in hotel and catering do at work.		1B	A1-A2
	understand simple phrases and information from an interview about jobs at a hotel, e.g. baker, confectioner, butcher etc.		2B	A1-A2
	understand simple phrases and information from an interview about hotel and catering services and their location.		3B	A1-A2
	understand words and phrases from a short dialogue relating to kitchen tools and what they are used for.		4B	A1-A2
	follow a simple description of how to set a table in a café or restaurant.		5B	A1-A2
	understand simple phrases and basic information about bread and rolls, grains and seeds.		6B	A1-A2

I can	Reading	I need more practice	Unit	Level
	understand words and phrases relating to what young people working in hotel and catering do and where they work.		1B	A1-A2
	pick out familiar words and phrases in a leaflet about a hotel, e.g. jobs and services offered.		2B	A1-A2
	understand words and phrases in advertisements relating to hotel and catering businesses, location and opening hours.		3B	A1-A2
	pick out the information I need in a simple illustrated text about kitchen tools and appliances.		4B	A1-A2
	pick out familiar words and phrases in a description of how to set a table in a restaurant.		5B	A1-A2
	pick out the information I need in a short text about bread, type of flour and grains.		6B	A1-A2

I can	Speaking	I need more practice	Unit	Level
	ask and answer questions about my place of work and the kind of work I do.		1B	A1-A2
	ask and answer questions about jobs in a hotel and in related shops, about the work I do and where I work.		2B	A1-A2
	ask and answer questions about my place of work and the food and services we specialize in.		3B	A1-A2
	give a (very) simple description of my kitchen at work or at home, and kitchen tools and appliances I can use.		4B	A1-A2
	give (very) simple instructions how to set the table at home, at school or at my place of work.		5B	A1-A2
	ask and answer (very) simple questions about my favourite types of bread or roll and what they are made from.		6B	A1-A2

I can	Writing	I need more practice	Unit	Level
	write a short paragraph about myself, my work and training at school and on the job.		1B	A1-A2
	write a short summary about the type of work done at a hotel and in related shops, e.g. bakers, butchers, confectioners.		2B	A2
	write a short report about my place of work and the food and services we specialize in.		3B	A2
	write a short memo about my kitchen at work or at home, and kitchen tools and appliances I can use.		4B	A1-A2
	make notes for short simple instructions how to set the table at home, at school or at my place of work.		5B	A1-A2
	describe my favourite type of bread or rolls, e.g. type of grain and seeds, colour, crust and where I get it.		6B	A1-A2

Unit 6B (CD) **Bread and rolls****Self assessment**

Then I'd like three baguettes.
 Three sticks of _____ .
 One loaf of rye with sesame seeds.
 A loaf of _____ .
 Right. And two loaves with _____ seeds.
 And what's that over there?
 The crusty one?
 That's our _____ .
 A dark blend of wheat and rye with caraway seeds. Very spicy.
 Sounds good. I'll try _____ .
 Now or ...?
 I'll take that right away.
 Okay. And what about some _____ for Saturday?
 Oh yes: six of those ...
 The _____ .

Go over the **sales dialogue** on the left and try to fill in the missing words. What kind of words are missing?

Listen to the dialogue at the baker's shop a few times and fill in the gaps.

Compare your results with a partner, taking turns reading the dialogue to each other.

If your results don't match, listen again or consult a pair next to you.

If necessary, ask your teacher for help.

How many of the words did you get right at first? _____

And in the end? _____

Practise reading the dialogue for presentation in class..

How does your presentation compare to the others? _____

How would you grade your performance? _____

Teacher's grade & signature: _____

Portfolio ideas

Did you produce something in Units 1B-6B that you would like to keep for later? For instance, the **paragraph** about yourself, your **training** and the work you do (Unit 1B), the **summary** about your **colleagues** at work or at school (Unit 2B) and your **place of work** and what you specialize in (Unit 3B).

You could also keep the **memo** about the kitchen appliances, tools and utensils you can use (Unit 4B) and/or the description of your favourite type of **bread or rolls** you wrote in Unit 6B.

Put a date on your text(s) and keep them in your **Portfolio**.