

At work (B1)

Teacher's notes

If students need a review on jobs and workplaces, please see our A1 resources “Jobs” and “Jobs 2” at <https://research.kent.ac.uk/theenglishhubforrefugees/resources/#level-a1>. To review more general employment-related vocabulary, please see our A2 resources “Looking for a job” and “Looking for a job 2”, available at <https://research.kent.ac.uk/theenglishhubforrefugees/resources/#level-a2>.

Task 6.

[SAMUEL] Hi, my name is Samuel. It's my first day at the cafe today.

[CLARA] I'm Clara, the cafe assistant. I will show you what to do. First, this is the till. We **process payments** here. Do you know how to do that?

[SAMUEL] I do. In my last job, I processed cash and card payments. I know how to **cash up** too.

[CLARA] That's great, you will be very helpful during closing time. Do you know anything about the **stockroom**?

[SAMUEL] I know that when you **receive a delivery**, you have to put it in the stockroom.

[CLARA] Correct. There is a **shelf** for every type of **stock**. We keep the cups on this shelf, the coffee on this shelf, and snack bars here.

[SAMUEL] I see. As a waiter, do I have to know how to **take inventory**?

[CLARA] Yes, but it's easy. Once a week, we count **stock** in the stockroom and on the **shelves** in the cafe after we close. Then, we check if the number is correct in the system.

[SAMUEL] That makes sense. And what about **making orders**?

[CLARA] I usually do that myself. When all stock is counted, I call the companies that **make the deliveries**. The delivery driver's name is Adam. You will meet him when you **receive a delivery** tomorrow.

[SAMUEL] Thank you for showing me everything. Where should I start?



[CLARA] Can you help me clean this fridge, please? We have to **keep** the cafe **clean and tidy**. Then, we can **restock the shelves** with sandwiches for sale.

[SAMUEL] No problem. I have one last question. Will I **serve customers** today?

[CLARA] First, you should watch other waiters **taking orders** and serving customers.

[SAMUEL] Okay, thank you. Let's clean this fridge then!

Task 9.

A.

[MANAGER] Hi Marcel. Are you busy at the moment?

[MARCEL] I am helping a customer find some products, but it should only take a couple of minutes. Do you need me?

[MANAGER] Yes, I do. After you finish, come to the stockroom, please. There are no eggs on the shelves, so we need to restock.

[MARCEL] No problem. I'll be there in a few minutes. Should I help out on the tills when I'm done?

[MANAGER] No, don't worry. I will call you if they need you. Thanks, Marcel.

B.

[MANAGER] Hi Marcel. I am going to need you in fifteen minutes.

[MARCEL] Is it the stockroom?

[MANAGER] No, I need you on the tills to help your colleagues.

[MARCEL] Should I open another till for the customers?

[MANAGER] Yes, till number ten, please. Siobhan's break starts at quarter past two, so please be on time. We're very busy.

[MARCEL] Okay, I'll be there in a few minutes.



C.

[MANAGER] Marcel, could you help with some stock?

[MARCEL] Of course, what should I do?

[MANAGER] Please, check how many bottles of orange soda we have on the shelf to see if we need to order more.

[MARCEL] No problem. Anything else?

[MANAGER] Could you check the coffee too? We have sold a lot of it this week. After that, you should go on your break. It's almost four o'clock.

[MARCEL] No problem. Should I check if it needs restocking as well?

[MANAGER] No, don't worry, Leon is doing that.

D.

[MANAGER] Marcel, please come to the fruit and vegetable aisle as soon as possible.

[MARCEL] I'm on my way. How can I help?

[MANAGER] This gentleman needs some help with finding oranges.

[MARCEL] No problem, happy to help!

E.

[MANAGER] Hi Marcel. How are the tills today? Do you need any help?

[MARCEL] It's busy, but I haven't had any problems, thank you. I have been processing payments all morning.

[MANAGER] Ok. Please, try to sell a few more of these deodorants if it gets a little less busy later. You can recommend them to each customer before they pay.

[MARCEL] No problem, I will do that.



Task 10.

Students work in pairs or small groups. The teacher reads questions out loud. Each pair/group needs to come up with and write down as many duties as possible in the time given to answer the question. Students should be encouraged to respond using full sentences. One point is awarded for each duty and two points for each full sentence.

Example:

Teacher: What do waitresses or waiters do during their shift?

Group 1: Taking orders, serving customers.

Group 1 is awarded two points for this answer - one per each correct duty.

Group 2: Waitresses and waiters take orders from customers. They serve food to customers.

Group 2 is awarded four points for this answer - two per each full sentence containing correct information.

Questions:

If students need help answering the questions, the teacher can provide the vocabulary given in brackets after each question.

1. What do waitresses or waiters do during their shift? (*serve, orders, food, customers*)
2. What do employees do with the stock? (*shelves, stockroom, delivery, inventory, order*)
3. What do cashiers do during their shift? (*payment, card, cash, process, handle, change, till*)
4. What duties are better to do during a night shift? (*inventory, clean and tidy, delivery*)
5. What do managers do when shelves are empty? (*count, make, order, stock*)
6. What duties are easier to do as a team? (*delivery, inventory, shelves*)
7. What duties are easier to do on your own? (*payment, balance, order*)
8. What do employees do when they take inventory? (*stock, shelves, stockroom*)

