AT WORK
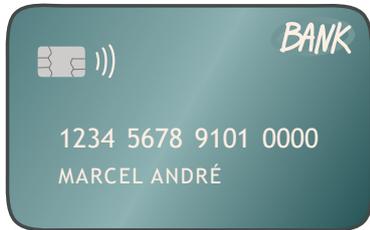
card

cash

payment
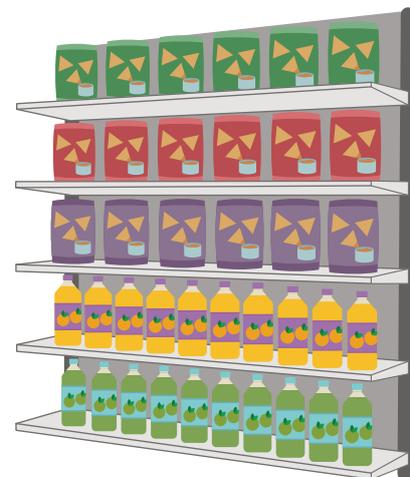
customer

till

shelf

stock

stockroom

order

£ 10.50

..... 20 ✓
..... 20 ✓
..... 30 ✓

x 30
x 20 x 20
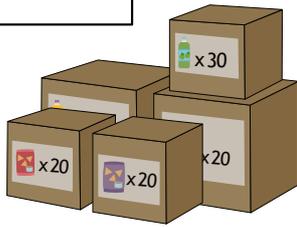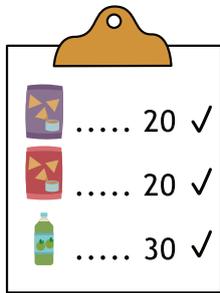
inventory
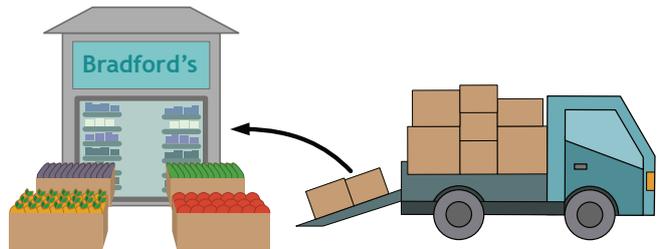
Bradford's

delivery

1. Write the correct names for the pictures below.

£ 10.50

....

....

....

....

....

....

....

....

....
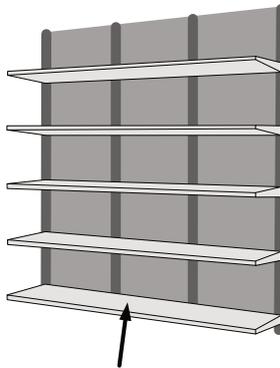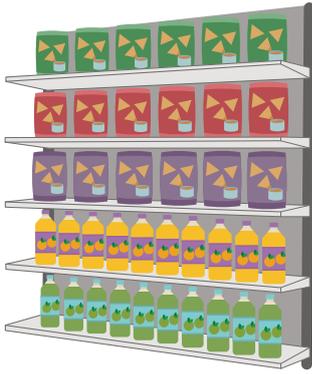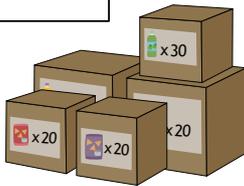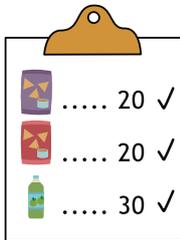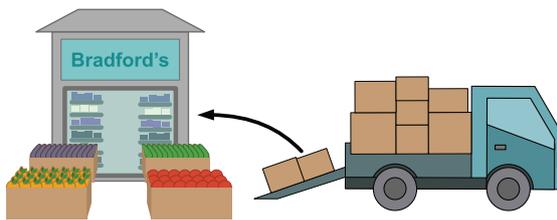
2. Read about work duties.

My name is Senait and I am a store manager at Bradford's. Let me tell you about what happens in our store during a typical day.

Store assistants **sell stock** to customers.
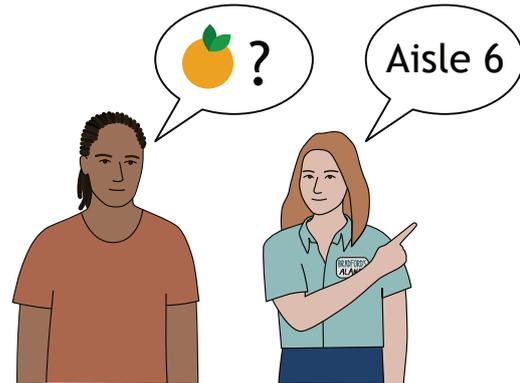
Store assistants also **help customers** to find what they need.
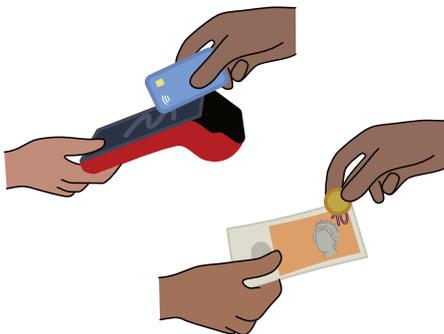
Cashiers scan customers' products and **process payments.**

A part of processing payments is **handling cash** and giving customers the right change, although many customers pay by card.

JUICE £1,20

Store assistants also have to **restock shelves** constantly because they can't be empty.

After we close the store, there's still work to do.

2 x £50 +
4 x £20 +
20 x £2
...

£ 1305

Cashiers have to **cash up.** They have to check if the amount of money in the till and in the system is the same.

Of course, it's really important to **keep the store clean and tidy** too, so the cleaner does this every day after closing.

My name is Leon and I am a stockroom manager. Let me tell you about what happens there.

7 x 🧴, 3 x 🥫 ...

Store assistants have to **take inventory** to know what we have and what we need. Last week, we ordered 200 bottles of orange juice and we have already sold 170.

We need...
100 x 🍊
200 x 🧴

There are only 30 bottles of orange juice left on the shelf, so we need to **make an order** for 200 bottles more.
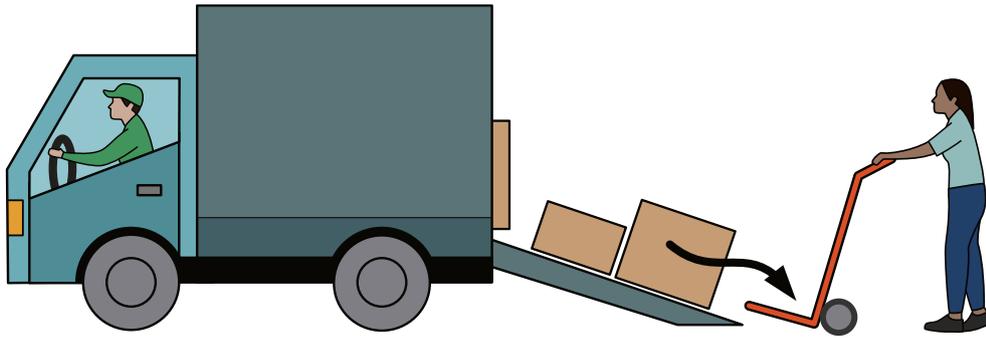
A few days after we make an order, we **receive a delivery** for the ordered items.
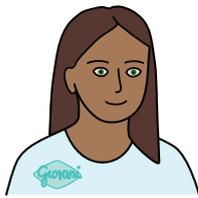
Hi, my name is Tanya and I'm a restaurant assistant. Let me tell you about a typical day in our restaurant.

Waiters and waitresses assist customers and **take orders**.
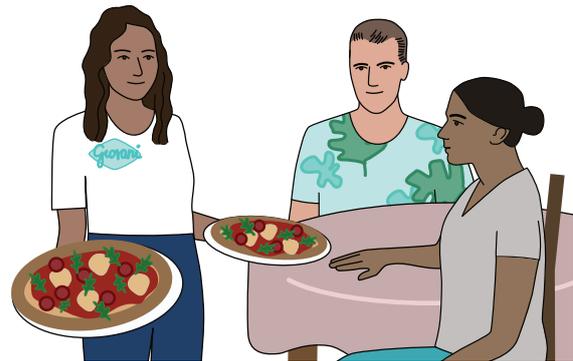
Then, they have to **serve customers** what they ordered as soon as possible.

We also have a delivery service, so our couriers **make deliveries** for the orders made by our customers.

3. Choose the correct work duty for the pictures below.
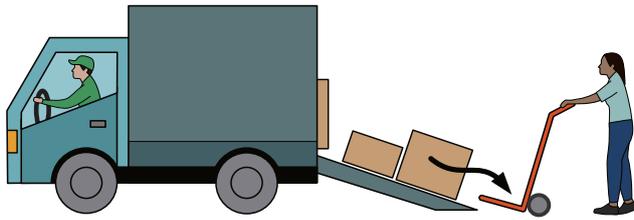
☐ processing payments

☐ receiving deliveries

☐ selling stock
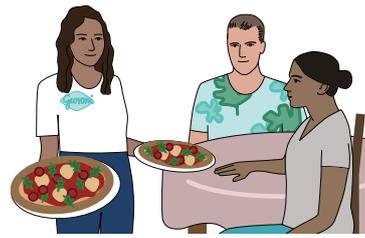
☐ serving customers

☐ helping customers

☐ taking orders

☐ cashing up

☐ handling cash

☐ serving customers

☐ restocking shelves

☐ cashing up

☐ keeping the store clean and tidy

☐ making a delivery

☐ receiving a delivery

☐ making an order

☐ selling stock

☐ restocking shelves

☐ taking inventory

☐ taking orders

☐ taking inventory

☐ restocking shelves

- [ ] taking orders
- [ ] selling stock
- [ ] restocking shelves
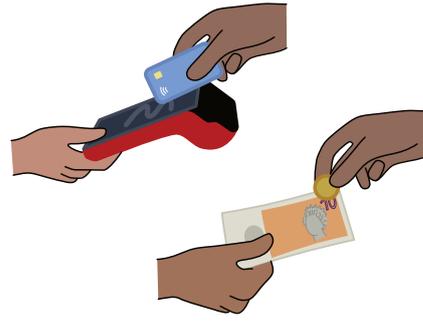
- [ ] processing payments
- [ ] cashing up
- [ ] taking inventory

- [ ] making orders
- [ ] selling stock
- [ ] taking orders
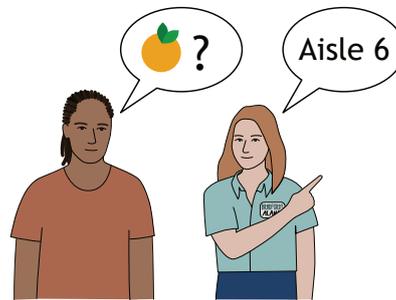
- [ ] helping customers
- [ ] serving customers
- [ ] handling cash

- [ ] taking inventory
- [ ] selling stock
- [ ] cashing up

- [ ] making deliveries
- [ ] making orders
- [ ] taking orders

4. Use one word from each box to create and write thirteen different work duties. Some words can be used more than once.

helping		the store clean and tidy	
	processing		
restocking		inventory	
	selling		up
making		orders	
	receiving		cash
serving		customers	
	handling		shelves
cashing		deliveries	
	keeping		payments
taking		stock	

1. ....

2. ....

3. ....

4. ....

5. ....

6. ....

7. ....

8. ....

9. ....

10. ....

11. ....

12. ....

13. ....

5. Read the sentences below and decide if they are true (T) or false (F). Correct the false sentences.

The store assistant is taking inventory.   T/F

The store assistant is restocking shelves.
....

The store assistant is cashing up. T/F

....

The store assistant is taking an order.   T/F

....
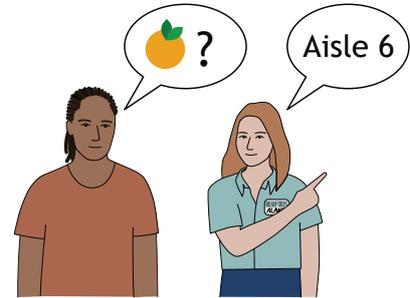
The cleaner is keeping the store clean and tidy.   T/F

....

The store assistant is restocking shelves.   T/F

....
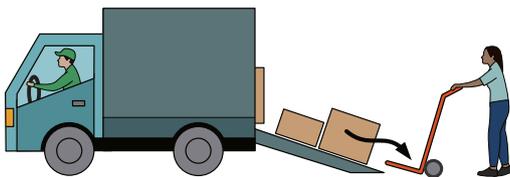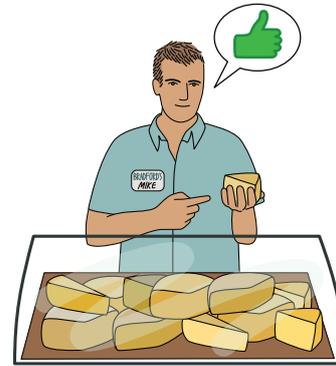
The store assistant is making a delivery. T/F

....

The waitress is taking orders from customers. T/F

....
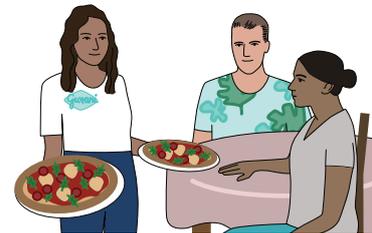
The courier is receiving a delivery.   T/F

....

The store assistant is restocking shelves.   T/F

....

The cashier is processing a payment.   T/F

....

The waitress is making orders.   T/F

....

The cashier is handling cash.   T/F

....
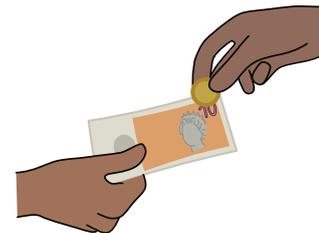
The manager is taking an order.   T/F

....

6. Samuel is a new employee. Listen to his conversation with Clara, a cafe assistant, and write the missing words.

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

I'm Clara, the cafe assistant. I will show you what to do. First, this is the .... We ....
.... here. Do you know how to do that?

I do. In my last job, I processed cash and card payments. I know how to .... too.

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

I know that when you .... , you have to put it in the stockroom.

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

I see. As a waiter, do I have to know how to .... ?

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

That makes sense. And what about .... ?

I usually do that myself. When all stock is counted, I call the companies that .... The delivery driver's name is Adam. You will meet him when you .... tomorrow.

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

Can you help me clean this fridge, please? We have to .... the cafe .... Then, we can .... with sandwiches for sale.

No problem. I have one last question. Will I ....
.... today?

First, you should watch other waiters ....
and serving customers.

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

7. Senait is planning her work at the store for next week. Read her notes and complete them with words from the box below.

processing payments	restocking	take inventory	selling
shelves	handle cash	receiving a delivery	
help customers	make an order	cashing up	customers

BRADFORD'S - WEEKLY PLAN - 19.04 - 25.04

- I need to focus on .... the new breakfast bars - only 15 .... bought them last week!

- The new cashier needs training on .... - she can .... but doesn't know about card payments.

- .... takes too long. I need to ask some cashiers to stay longer after closing to help. We need one cashier per till to speed this up.

- I need to .... before we .... on Friday. I need to know exactly how many packs of tissues and toilet paper we've sold and how many we need.

- .... with cleaning products need .... They look very empty at the moment.

- I need two more assistants in the store to .... Our assistants don't have enough time to restock when they're answering questions.

- We're .... of fruit and vegetables late on Sunday - I have to ask Tony to help unload.

8. Read the completed notes again. Then, answer the questions about Senait's weekly plan.

Is Senait training new employees next week?

Yes, she is. She is training the new cashier on processing card payments.

Is Senait counting stock on Friday?

Is Senait hiring more assistants next week?

Are there enough cleaning products on the shelves?

Are breakfast bars selling well?

Does Senait have problems with cashing up?

Is new stock coming on Saturday?

Is Senait taking inventory of crisps and biscuits on Friday?

9. Listen to five conversations between Marcel and his manager. What does the manager need from Marcel? Choose the correct option.

A.

☐ The manager needs Marcel to help a customer.

☐ The manager needs Marcel to help out on the tills.

☐ The manager needs Marcel to restock some shelves.

B.

☐ The manager needs Marcel to come to the stockroom.

☐ The manager needs Marcel to process payments.

☐ The manager needs Marcel to help some customers.

C.

☐ The manager needs Marcel to make an order.

☐ The manager needs Marcel to sell some stock.

☐ The manager needs Marcel to take inventory.

D.

☐ The manager needs Marcel to help a customer.

☐ The manager needs Marcel to restock oranges.

☐ The manager needs Marcel to order oranges.

E.

☐ The manager needs Marcel to process payments.

☐ The manager needs Marcel to sell some stock.

☐ The manager needs Marcel to help a customer.

10. Game!