

Comparing roles and responsibilities

COMMUNICATION

LEVEL
Lower-intermediate

NUMBER
EN_BE_2242X

LANGUAGE
English



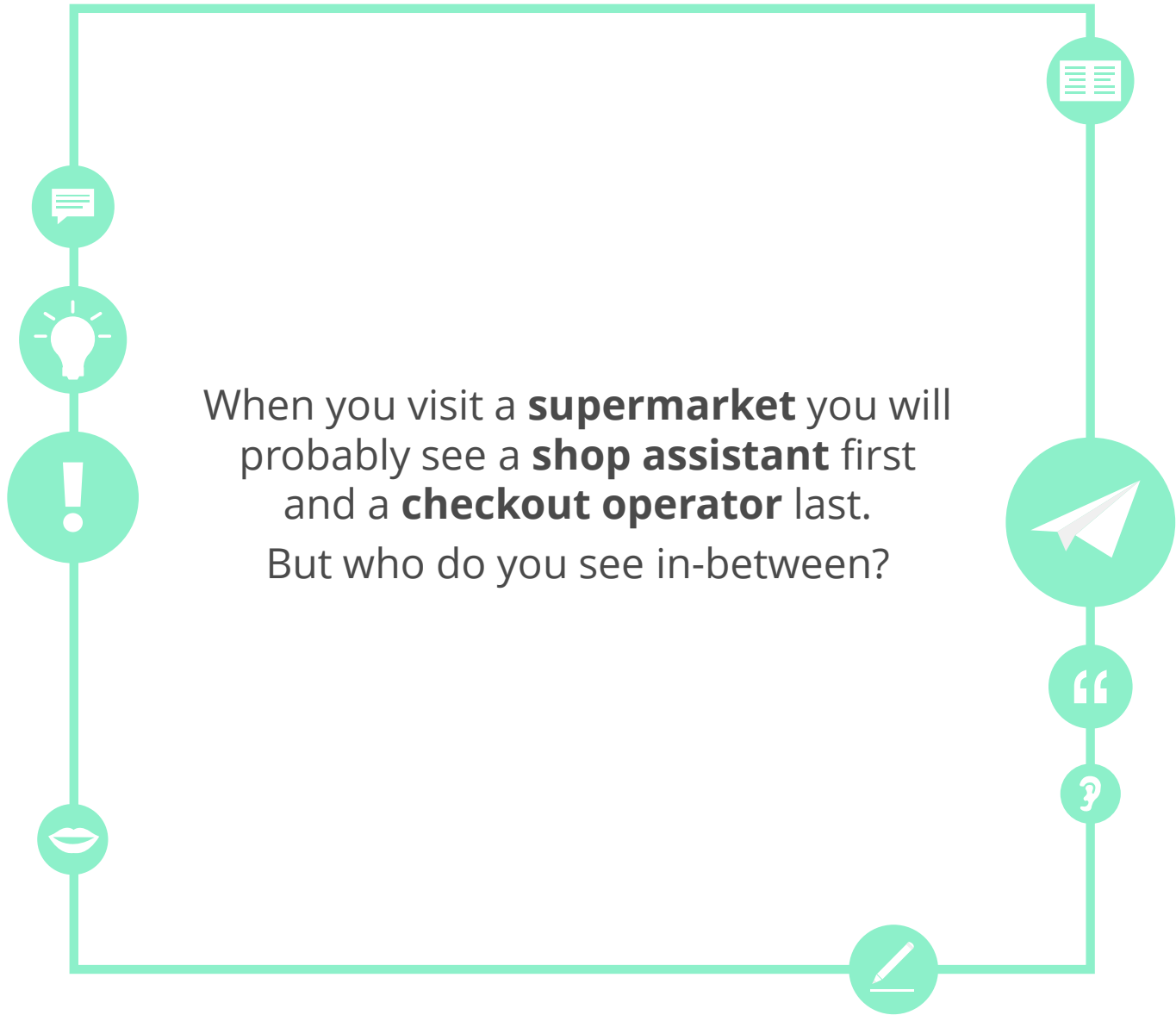


Goals

- Can discuss different roles and responsibilities in a supermarket.
- Can identify and describe the duties of those working in a supermarket.



When you visit a **supermarket** you will probably see a **shop assistant** first and a **checkout operator** last. But who do you see in-between?





Preview and warm-up

In this lesson you are going to learn how to talk about the **different roles** people have **working** in a **supermarket**.



I'm a **checkout operator**.



Going to the supermarket

How often do you go to the supermarket?
What's your favourite supermarket in your country?



shop assistant

checkout operator

A **shop assistant** works in many areas of the shop to help customers.
A **checkout operator** works on the checkout, where people pay for their goods.



A **shop assistant** sometimes helps you carry your groceries.



A **checkout operator** helps you pay for your items.

butcher

baker

A **butcher** sells meat and a **baker** sells bread.



Most supermarkets have a **butcher** inside.

manager

A **manager** is in charge of people. They tell the shop assistants and checkout operators what to do.

Large stores often have a **store manager** who is in charge of everything, and an **assistant manager**, who helps the store manager.



A **store manager** usually wears a suit, not a uniform.



An **assistant manager** helps the store manager.



Match with the definition

1. A manager

a. The person who you pay for your shopping

2. A baker

b. The person who sells meat

3. A store assistant

c. The person in charge of the supermarket

4. A checkout operator

d. The person who bakes bread

5. A butcher

e. The person who helps in the supermarket



Who are they?

What role do you think these people have in a supermarket? Decide and write a sentence next to each. Then, explain your choice to your teacher.



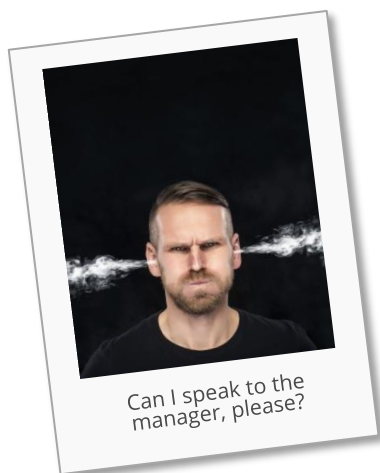
My name's John and I work as a checkout operator.





Seeing the manager

**When do people ask
for the manager in a
supermarket?**



**When was the last
time you talked to a
manager in a shop?
What happened?**

produce

The **produce** section of a supermarket has fruit and vegetables.



The **produce** section is bright and colourful.

meat and seafood

deli

Supermarkets usually have a **meat and seafood** counter and a **deli** counter separately.

The **deli** counter has processed meat such as ham, as well as cheese and other ready-to-eat cold snacks.



Butchers work on the **meat and seafood** counter.



Products you buy at the **deli** are ready to eat.



New words

dairy

In the **dairy** section, customers can buy milk and milk products.

bakery

In the **bakery**, customers can buy bread and cakes.

frozen

In the **frozen** section, customers can buy frozen food like ice cream.

packaged

In the **packaged** section, customers can buy food which does not need to be in the fridge or the freezer and is in a package.



Where are these products?

Where in the supermarket can you find these products?





Complete the sentences

Where in the store do these people work? Complete the sentences with your ideas

1. A butcher works...
2. A baker works...
3. A shop assistant works...
4. The store manager works...



In the supermarket

In which **area** of the **supermarket** do you spend the most time?

Does your local supermarket have a **deli counter** and a **bakery**?

Do you use them?



to scan items

Checkout operators **scan items** at the checkout.



When the checkout operator **scans an item**, we see the price.

to help customers

Everyone who works in the store has to **help customers**.



Shop assistants should always offer to **help customers**.

to fill the shelves

to organise shelves

To fill the shelves means putting more products onto shelves.
Organising the shelves means making sure everything is in the right place.



Supermarkets usually **fill the shelves** early in the morning.

to clean the store

There are usually people who **clean the store** every evening.



People who **clean the store** wear a special uniform.



True or false? Decide for yourself and then discuss the answers with your classmates

	TRUE	FALSE
1. A supermarket cleaner always works in the evenings.	<input type="checkbox"/>	<input type="checkbox"/>
2. Workers can fill the shelves and scan items for customers at the same time.	<input type="checkbox"/>	<input type="checkbox"/>
3. Organising the shelves is the hardest job in a supermarket.	<input type="checkbox"/>	<input type="checkbox"/>
4. Supermarket workers don't like helping customers.	<input type="checkbox"/>	<input type="checkbox"/>
5. The most important person in the supermarket is the manager.	<input type="checkbox"/>	<input type="checkbox"/>



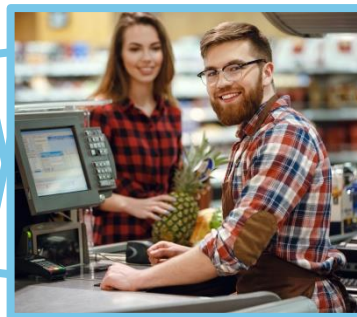
Roles and responsibilities

What is each person's role? Imagine what they would say

I'm a cleaner in a supermarket. I clean the store.



cleaner





Working in a supermarket

Imagine that you work in a supermarket. Decide which role you have and talk about your responsibilities

- Talk about the best part of your job
- Tell your classmates about the most difficult part of your job





Reflect on the goals

Go back to the second slide of the lesson and check if you have achieved all the goals of the lesson.

yes

no





Reflect on this lesson

Think about everything you have seen in this lesson.
What were the most difficult activities or words? The easiest?



If you have time, go over
the most difficult slides again



Answer key

- Exercise p. 9**
1. C
 2. D
 3. E
 4. A
 5. B





Match the halves of the sentences

1. Checkout operators work on supermarket checkouts
 2. Shop assistants have many roles including
 3. Supermarket cleaners often work
 4. Supermarket managers take care of everything in the supermarket and
- a. filling and organising shelves and helping customers.
 - b. they often have an assistant manager to help them.
 - c. and they scan items for customers when they want to pay.
 - d. in the evening, after the store has closed.



Email writing

Write an email to your friend describing your usual trip to the supermarket in your country. Tell them which areas of the store you visit and which workers you usually talk to.

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□

×

To: myfriend@email.com

Subject: A visit to the supermarket

Hi Dave,

I usually go to the supermarket twice a week...



Homework answer key

Exercise p. 27
1. C, 2. A, 3. D, 4. B



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