Supermarket manager

LEVEL	NUMBER	LANGUAGE
Lower-intermediate	EN_BE_2243R	English

Goals

- Can understand a short text about a supermarket manager.

- Can identify and describe jobs in the food industry.

A **supermarket manager** has a busy day.

They don't only talk to **customers**, they think about how to make their supermarket better.

So, they talk to everyone who **grows** and **produces** food.

produce

checkout operators

organise the shelves

grower

driver

To fill the shelves

ready meal

processed food

Shop assistants fill the shelves so they always have food.

Checkout operators scan items and speak to customers all day.

It is important to organise shelves so people can find the products they want.

A supermarket buys produce from lots of different growers.

Produce is fresh fruits and vegetables.

Drivers deliver goods to supermarkets all day.

Ready meals are quick and cheap for dinner.

Processed food is often less healthy than unprocessed food.

Reading

Ellen is the **store manager** of a small supermarket in the UK. She works hard but she loves her job. Before she worked in **retail** she worked in an office, but she loves that in the supermarket she can speak with lots of people.

Reading

She starts work early in the morning - about 6am - before the supermarket opens. First, she talks to the **shop assistants** who are **organising** and **filling the shelves** ready for the customers. She goes to the **meat and seafood** counter to see the **butcher** and to check that everything is organised and fresh. Ellen makes sure the **checkout operators** are ready and then she opens the doors.
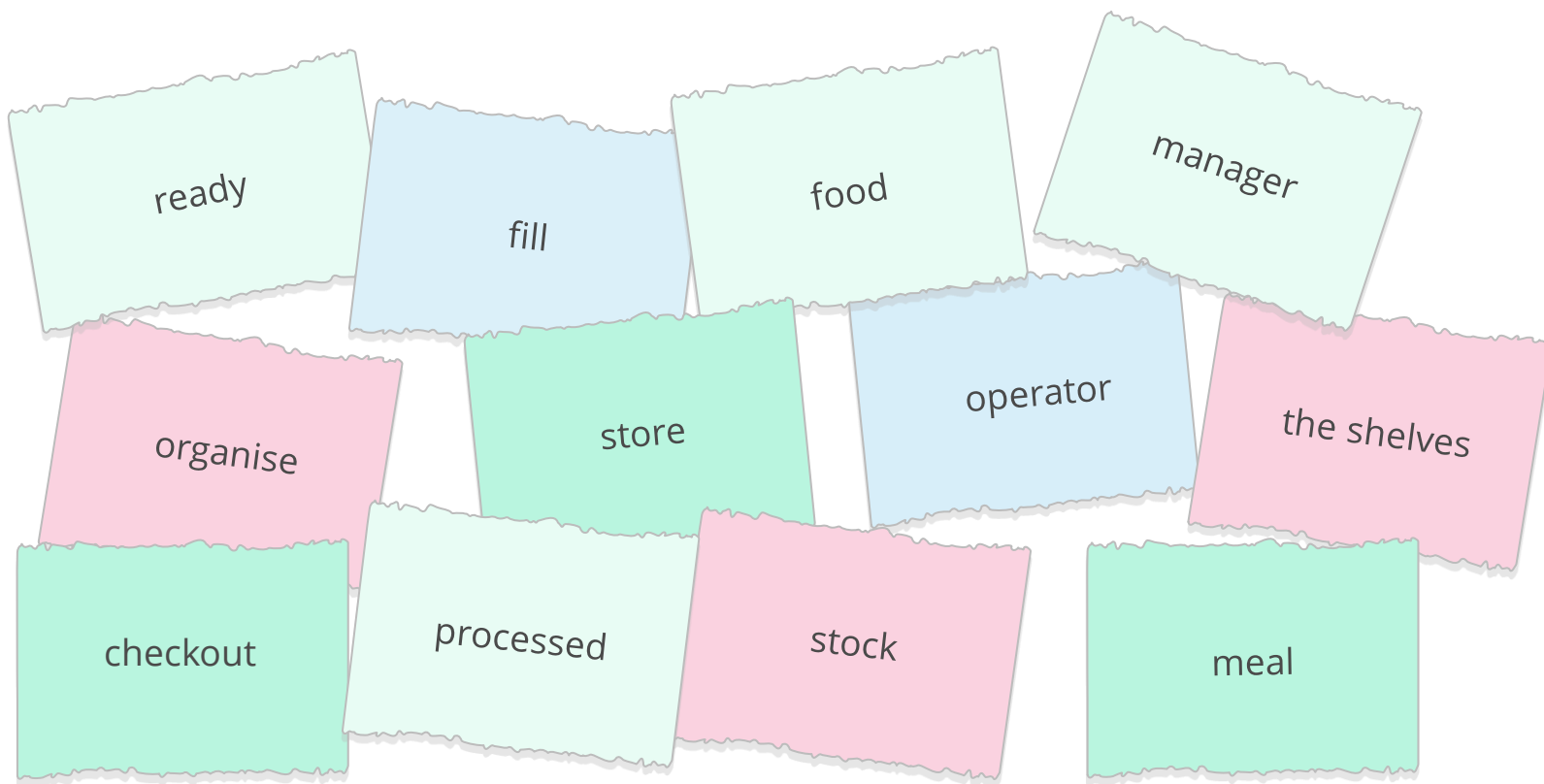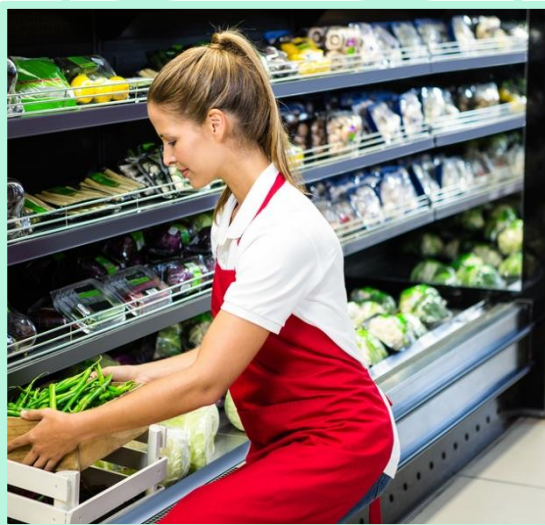
Matching vocabulary

Match the words together to make compound phrases related to the supermarket

ready

fill

food

manager

organise

store

operator

the shelves

checkout

processed

stock

meal

Answer the questions about Ellen's morning with a partner

What is the first thing Ellen does in the morning?

What's the last thing Ellen does before opening the store?

Do you think a store manager always does these things?

Is there anything else you think she should do?

Speaking

In which other jobs do you think people start early? Why do they do this? Look at the pictures for inspiration

Reading

The supermarket opens at 7am and lots of customers go to the **bakery** at that time to buy fresh bread for breakfast. But Ellen spends a lot of her day in her office. She talks to local **farmers** and **growers** about the **produce** and meat that she stocks in the supermarket. More and more **consumers** want locally grown fruits and vegetables and to know where their meat comes from.
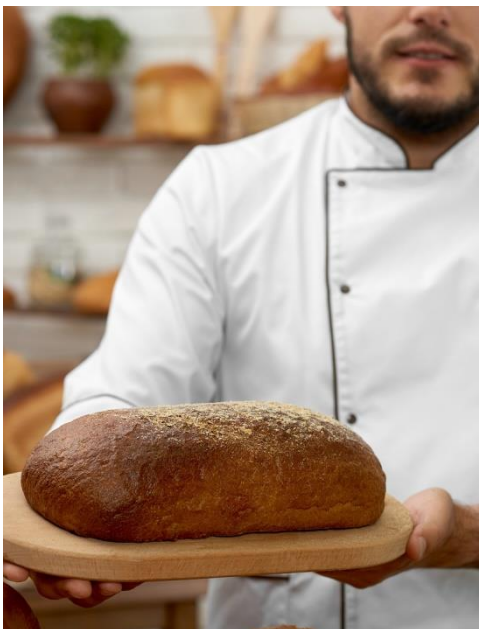
Ellen also talks to the **drivers** who deliver the food during the day. She makes sure she has enough to fill the shelves again tomorrow. Another thing she wants to do is to sell products which have less plastic **packaging**. She talks to local factories about how they can work together to do this.

Speaking

Answer these questions about the text on the previous page

1 Where do a lot of customers go to in the morning when the supermarket opens?

2 Who does Ellen speak to during the day?

3 What are Ellen's 2 goals for the supermarket?

Local products

Are people in your country interested in where their food comes from? Are supermarkets changing how they get their food?

Reducing packaging

Look at the products below. How could producers and supermarkets use less packaging for them?

nuts

breakfast cereals

bread

berries

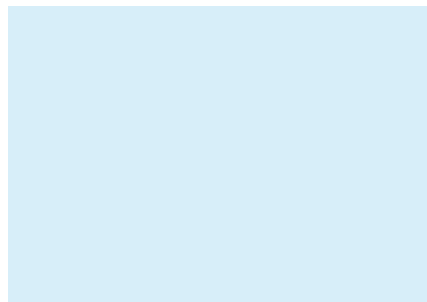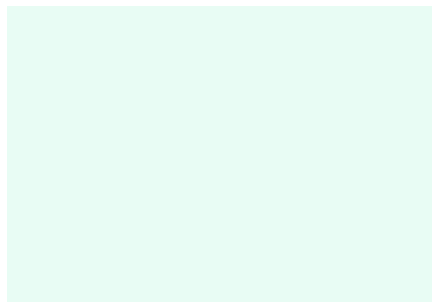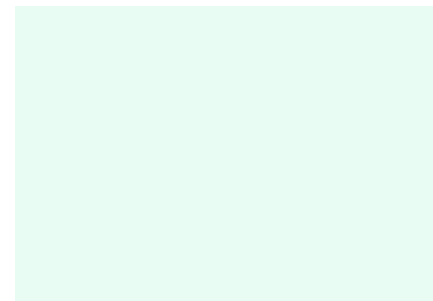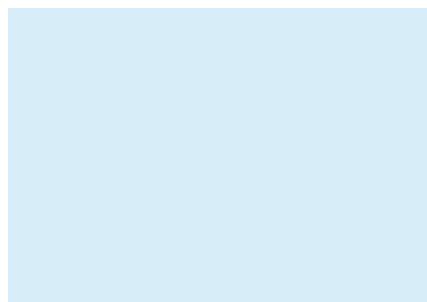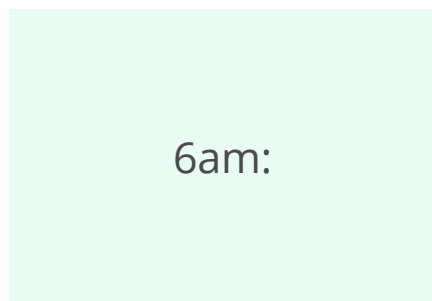Ellen is happy she has an **assistant manager** to help her during the day. The assistant manager usually helps angry customers and deals with problems with the staff too.

At about 5pm, there are a lot of people in the supermarket and Ellen goes out to help. Office workers in suits often buy **ready meals** and **processed food** because they're tired from a long day at work. But the **produce** section is also busy with mums and dads who want to cook their children healthy food. The supermarket closes at 7pm and the cleaners come in to **clean the store**. Finally, Ellen can go home.

Ellen's day

Create a timeline of Ellen's day as a supermarket manager. Add another page if you need to

6am:

The assistant manager

Do you think Ellen's assistant manager has the same tasks as Ellen during the day? What do you think the assistant manager has to do? Make some notes below and then share with your classmates.

Do you think Ellen is a normal supermarket manager?

Do you think her job is interesting or boring? Why?

Do office workers in your country buy lots of ready meals?

Who do you think buys a lot of fresh produce?

Reflect on the goals

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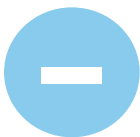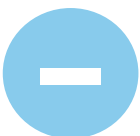if you have achieved all the goals of the lesson.

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?**

+
_____
_____

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

Answer key

Exercise p. 9

ready meal, fill the shelves, organise the shelves, store manager, checkout operator, processed food

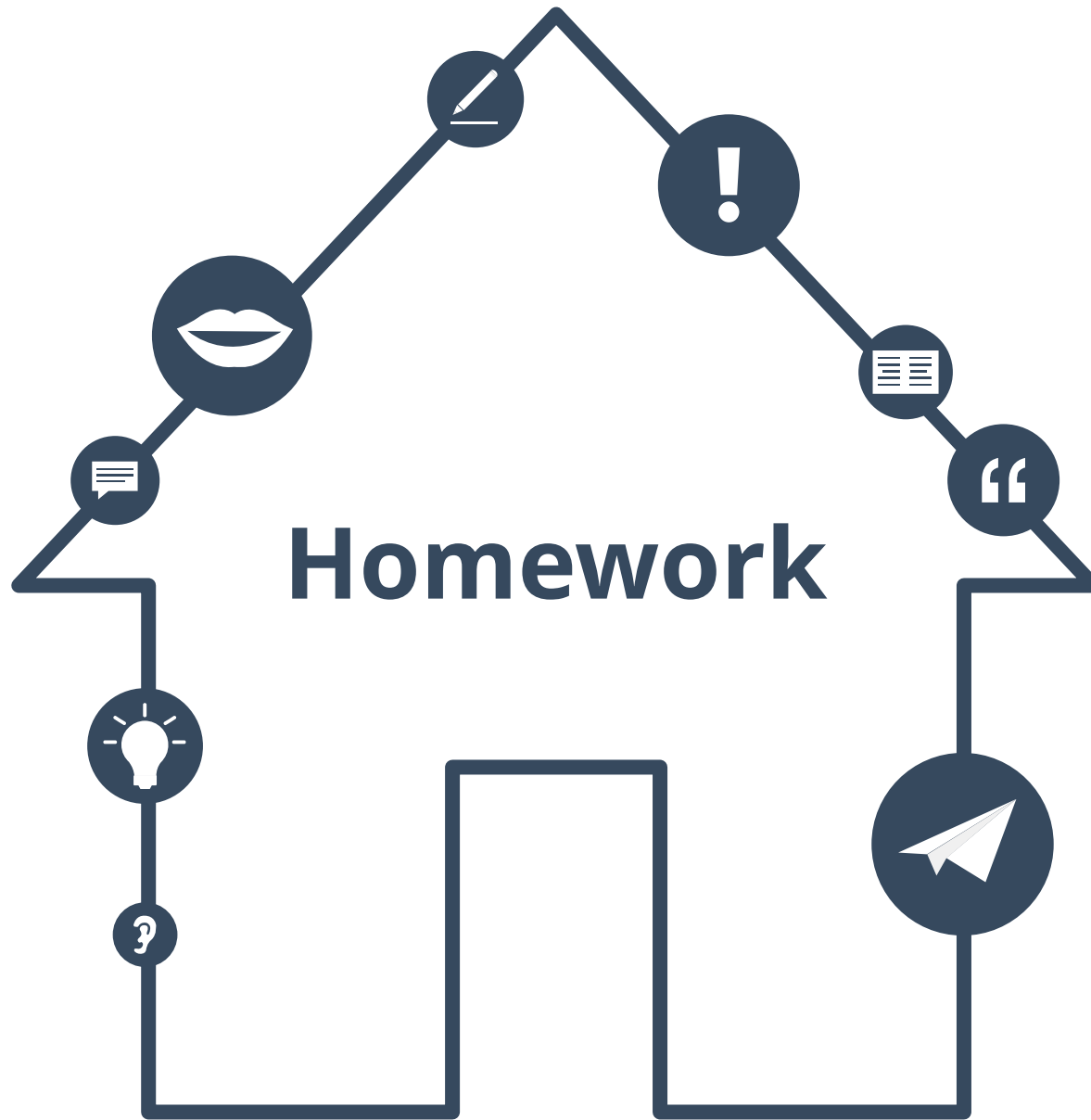**Exercise p. 14**

1. the bakery, 2. farmers, growers, drivers, local factories, 3. to have locally grown food, to use less packaging

Homework

1. Ellen's first task in the morning is to talk to the _____.
2. Before Ellen opens the supermarket, she checks the _____ are ready.
3. Ellen talks to farmers and _____ about the produce she stocks.
4. Ellen also talks to local factories about using less _____.
5. Lots of _____ buy ready meals and processed food at the end of the day.

checkout operators

packaging

shop assistants

growers

office workers

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Writing

Take the notes you made on p. 19 and write about an assistant manager's day in a supermarket.

Homework answer key

Exercise p. 26

1. shop assistants, 2. checkout operators, 3. growers, 4. packaging, 5. office workers

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