A worker's profile

Look at the picture. Answer the following questions:

- *What's the name of the shop?*
- *What do they sell there?*
- *Where is the shop?*
- *Who works there:*

a) flower people
b) florists
c) floristic assistants

You are going to watch a video about ***Rob Palliser****. He* ***works as a*** *florist in New York City. Discuss these questions:*

- *What does his job* ***involve****?*
- *What kind of skills does he need?*
- *Is his job difficult? Why or why not?*
- *What can be difficult about his job?*

LIVEWORKSHEETS

Video comprehension

2 VIDEO **Watch the video with the sound OFF. Which actions do you see Rob doing?**

preparing the product	taking orders by phone
buying the product	dealing with customers in the shop
taking a coffee break	dealing with staff
selling the product	using the company website

Now, check your ideas, say True or False about Rob's actions and correct the details in the sentences below if necessary:

1. Rob is taking a tea break.
2. Rob is preparing a list of regular customers.
3. Rob is buying chocolates to decorate the bouquets.
4. Rob isn't selling the product.
5. Rob is taking orders by e-mail.
6. Rob is dealing with suppliers in the shop.
7. Rob is dealing with difficult customers.
8. Rob is using the company website.

3 VIDEO **Watch the video again with the sound ON. Answer these questions and complete the notes.**

1 What four things does Rob say his job consists of?

making _____ talking with _____

creating _____ doing _____

2 Which three types of people does he deal with?

_____

3 In which two continents are some of his suppliers based?

_____

4 What kinds of skills does he think a florist needs?

LIVEWORKSHEETS

Read the video script and fill in the gaps with the missing words in the correct form. Watch the video again and check your answers:

deal with; customers; spend; consist of; create; communication; deal; handle; take orders; do; suppliers;

Video script

Scott's Flowers is a flower shop in New York City. Robert Palliser is a florist.

My name's Rob Palliser. I'm a florist and I work at Scott's Flowers in New York City.

My job [redacted] making bouquets. I [redacted] arrangements. I [redacted] with customers every day. I also [redacted] on the phone every day and I [redacted] deliveries. I [redacted] suppliers and I deal with, customers both on the phone and in the store, as well as all of my employees that I work with, my staff and representatives .

Every day, I [redacted] customers who come into the store. I also handle [redacted] on the phone, we [redacted] a lot of phone calls every day.

We have a regular list that we deal with, customers and [redacted], we have, our suppliers out in Europe, all over Europe, even South America, and we have the same customers too, as well, every day.

I [redacted] most of my day speaking to people. I would say very little is on my own.

Being a florist, your [redacted] skills need to be very high. You're dealing with customers and people every day, mostly every minute of the day, so it's important.

LIVEWORKSHEETS

Now, make questions about Rob's job. Use these prompts to help you.
Ask and answer questions together with another student.

1. What / Rob's job?
2. Where / he / work?
3. What / his job / consist of?
4. What / he / create?
5. Who / he / deal with /every day?
6. / he / do deliveries?
7. / he / do / the phone / every day ?
8. How / he / deal with / suppliers?
9. What / he / handle / every day?
10. Who / he / handle / the phone?
11. What / he / spend most of his day on?
12. Where / his suppliers / located?
13. What skills / important in his job?

LIVEWORKSHEETS

6 **Work with a partner. Choose a job from A, but don't tell your partner which one. Describe the job's responsibilities using words from B and phrases from 5. Your partner must guess the job.**

Example: *A This person deals with customers and is responsible for responding to complaints.*
B Is he / she an after-sales assistant?

A

marketing director
sales rep
administrator
website designer
finance controller
human resources manager
lab technician
after-sales assistant
team leader

B

budget
personnel
customers
paperwork
targets
travel
product development
projects
training
recruitment
publicity
complaints
money
machinery

EXTRA IDEAS: *a retail buyer; an occupational psychologist; a public relations officer; an IT Specialist*

Key vocabulary:

to work in (+ a field): He works in digital marketing. He works in finance.

to work in (+ a place / department): He works in the HR Department of a financial company. She works in a school, teaching languages.

to work for (+ a company);

to consist of; to deal with; the main role is to…; to be in charge of…; to be responsible for..; to oversee; to handle; to involve; to be involved in…..;

CREATIVE WRITING:

Work in pairs. Discuss and write a job advertisement. This can be for a florist, or any other job. Decide where your job will be advertised. Your advert should include:

- a short job description
- a description of the skills and qualifications needed

LIVEWORKSHEETS