

## Transcript\_Retail\_9(A-B)\_A typical day in a bakery

When I arrive in the morning, I have to get the shop ready before opening. I have to wash-up any trays that are dirty, clean all the counter surfaces, prepare different salads and lay out the bread and cakes. It's a small shop, so there's no space for a bakery oven. Hassan, the boss bakes all the bread and cakes in his bigger bakery in Romford and brings them over very early in the morning. Oh, we don't just sell bread loaves, cold sandwiches and cakes. We also sell hot and cold drinks, and sausage, egg and bacon rolls to take away. So I have to prepare the coffee machine and the grill – ready for the day.

So, while preparing the shop, I often have to take phone calls – calls from delivery people and mainly orders. One day, the school over the road called to order a buffet without any notice! This was a nightmare because although there was a girl working with me, she was new and had no experience at all! I got fed up trying to supervise her and did all the work myself in the end.

It's hard work and I'm on my feet all day, which is very tiring. Sometimes my back hurts. But I like talking to the customers and I like the products. The most popular cakes we sell are Belgium buns, jam doughnuts, iced buns, carrot cake and chocolate éclairs. And the best bit about it is that I often go home with a loaf of bread and a jam doughnut.