

Transcript_Retail_11A_A typical working day

My job as a general grocery sales assistant keeps me very busy! I'm always doing different things, so I never really get bored – I don't have time!

I work an early morning shift so I'm one of the people who take delivery of the goods in the unloading bay. I have to deal with delivery notes; pack the goods onto the stock trolley cages and wheel them onto the shop floor. On the shop floor I have to stack the shelves. I usually work in two sections – cans and dry foods, but they sometimes need help in other sections if someone is off sick, or something. I have to read the labels carefully – especially when we get new lines of exotic products!

Throughout the day I have to check that the aisles in my sections are fully stocked. I like using the price gun to price tag the goods. I have to make quality checks too – making sure something hasn't gone out of date or cans and packaging are not damaged. I often help out with this in the fresh food section.

Customers often ask me for help, such as where something is. This means that I have to have a good idea about the products in other sections – not just my own. I sometimes don't know exactly where a product is, but I can guess. I can't just leave the customer! I have to accompany them to a colleague who I think will know. I like to find out about that product and its location for future reference. As well as talking to customers, I keep an eye on them to watch out for shoplifters!

There are often accidents. I have to make sure the walkways I'm responsible for are safe. This means cleaning up anything that's been spilt on the floor. It's worse for the guys working with all the liquids – milk and alcohol and stuff – there's always something to mop up! We have to put up warning signs so people don't slip.

Now and again, I help out on the tills. I like that. I've been trained to work on the tills so there's no problem – unless there's a new promotion and then I might have to ask my colleagues or the till manager. I like talking to the customers too – I'm quite a chatterbox, but they like it – as long as I'm not holding up the queue! Actually, thanks to customers, I often try out new foods or new recipes, because I look at what they've got and ask questions.

I enjoy my day at the supermarket, and because I start early, I leave at about 3 o'clock and then I've plenty of free time!