

Self-employed Unit 2 Laura

Laura Transcript

Interview 1 (section 1)

Answers to part 1 (error correction) questions highlighted in yellow; answers to part 2 (matching) questions in pink.

- T So hello and thank you very much for agreeing to this interview. So **can I start by asking your name?**
- L Yeah, my name is Laura.
- T Laura- and **where are you from**, Laura?
- L I am from Ecuador.
- T Ecuador - And **how long have you been in the UK?**
- L I've been in this country **nearly three years.**
- T Three years – and **what do you do** in the UK?
- L I'm **working as a cleaner.**
- T OK – and **did you do the same job in your home country** in Ecuador?
- L No, I left my country 13 years ago – I was living in Spain. **I did the same job in Spain.**
- T Ah, OK – and it's the same language?
- L Yeah.
- T So, that's good. Mm, so you're a self-employed cleaner?
- L Yeah, I'm self-employed.
- T So **how long have you been self-employed?**
- L **Two years.**
- T And why did you want to be self-employed?
- L Um, I can own my hours and can share my time with **my family, my kids, my husband.**
- T Ah, that's good. So you can do your hours around your family?
- L Yeah.
- T Yeah, that's really good. So **did you receive any advice or help** before becoming self-employed?
- L Um, **in this country no** – but I received in Spain, I know how this working, and...
- T Ah, OK. And where do you work? Obviously in London – but **where do you work?**
- L I work in Hornsey and in West London, Bow
- T Bow
- L Bow

Self-employed Unit 2 Laura

- T Is that west London or East London?
- L East... East, sorry, **East London**
- T Yeah, East London. And is it houses that you clean?
- L Yeah, I clean the houses.
- T Ah, OK. And is it the same as it was in Spain? Cleaning houses in Spain and London – is it the same?
- L Um, the job is the same but the people is different.
- T Different in a good or a bad way, or...
- L Er... I like more the people in London than in Spain
- T Oh, why's this... why?
- L Because the people is more... um... **They trust me.**
- T Oh, OK...
- L You know, they **give me the keys**, and I can go the house and clean, just in my own way and do my own job and in Spain different. The people all the time they stay at home.
- T Oh, so they watch you, supervise you?
- L Yeah... What I do...
- L Oh, yeah, so no. So you prefer to do on your own. I think I would prefer that also. So, who would you say are your main clients or customers?
- L Um, a woman and a house of a group of people who they share the house
- T Oh, yeah.
- L So there are four in this house. **I clean just the common areas** in the house, this one.



Self-employed Unit 2 Laura

Laura Transcript

Interview 2 (section 2)

Answers to part 1 questions highlighted in yellow; answers to part 2 questions in pink.

- T So, Laura. Can you tell me what happens in a typical day of your life?
- L Um, a typical day... wake up, prepare my sons to go to school. I left them in the school and I go to work. I read the notes in the house if they left me notes and I do my work.
- T So, they **leave** you notes sometimes, do they...?
- L Sometime, yeah.
- T What do they say in the notes?
- L Er, sometimes to do the **windows and sometimes to do the patio** and things.
- T So, instructions?
- L Instructions, yeah.
- T OK. So when you **finish** your job, what do you do then?
- L Um, depends on the day. Sometimes I go to look the shopping around, and I go home and cooking the lunch and dinner, and after pick up my kids from the school and help them do their homework and...
- T So, that's good... the work **fits** in with your family life?
- L **Yeah, yeah.**
- T That's really good. So, what do you **like** most about your work?
- L Um, be my own boss.
- T That's nice isn't it?
- L Yeah. And have the time for my family, to be with my...hours.
- T So, Laura, is there **anything** you don't like about the job?
- L Um, there's not much I don't like. Sometimes I find hard, hard work but, it's most, the things I like than dislike.
- T That's good. And is there a **difficult** part of the job? Is there something you'd say was the most difficult, or challenging part of the job?
- L The difficult part is sometimes when they left me **notes, I can't understand properly.** The reading part. But now I got the English class to improve my reading
- T Right, yeah. I can understand that. So, I'm going to ask you about the future now. Um, I don't know if you've thought about the future, but where do you want to be in five years?
- L Ah, in five years, I wish to have my own business.
- T Ah, will you employ other cleaners?
- L Yeah, maybe, I can do that... to **have my own company, of cleaning.**

Self-employed Unit 2 Laura

- T That would be wonderful!
- L Yeah.
- T Oh, best of **luck** with that. And if somebody else, one of our listeners is thinking, or perhaps they are doing cleaning now or they are thinking of cleaning, is there any advice you could give to them about being a self-employed cleaner?
- L The advice I can give is, the best way to share the time with the family and you be your own boss and you can work easily? Easy?
- T Easy. Yeah, yeah, yeah.
- T So, Laura. Could you describe a typical **client** of yours to me?
- L The people, typical client is... they are very friendly persons. They are people **who understand me**. Sometimes when I can't do my job, just I can call them to said I can't come and to do another day and they are – yeah – friendly and...
- T So, if one of your children, for **example**, can't go to school, if they're sick, you phone your clients, and they're OK?
- L Yeah,.
- T What do they say?
- L Um,they say it's OK. I can come another day, next day or next week... er or one...
- T That's nice. Yeah, good. And how do you get your clients?
- L I get my clients... **to advertise myself, and someones, the people recommend me**.
- T Absolutely. And, the last question! How do you know if your clients are **happy** with your service?
- L I know because **I talk to with them and I ask if everything's OK**. If they are happy with the job and I tell them if is something wrong, if is something missing, just they let me know and... I like to, to talk, and ask if they are happy or they are dislike myself.
- T Oh, I don't think anyone could dislike you! Well thank you ever so much for that, Laura. That's brilliant and best of luck and I hope you have a thriving business in five years time.
- L Oh, thank you.
- T OK then. Thank you then.
- L Thank you, too.
- T Bye bye.
- L Bye