

Working as a volunteer in a charity shop – Unit 2

Answers:**Listening task 1 (Recordings '1 Shashwati' and '2 Eszter'/worksheet 2)****Shashwati**

Sorting the donations	[√]
Putting goods on the shelves	[√]
Working on the till	[√]
Interacting with customers	[]
Helping customers	[]
Collecting donations	[]
Keeping the shop floor tidy	[]
Steaming or cleaning	[√]
Pricing the goods	[]
Explaining the Gift Aid scheme	[]
Sending goods for recycling	[√]
Cashing up	[√]

Eszter

Sorting the donations	[√]
Putting goods on the shelves	[]
Working on the till	[√]
Interacting with customers	[√]
Helping customers	[√]
Collecting donations	[]
Keeping the shop floor tidy	[√]
Steaming or cleaning	[√]
Pricing the goods	[√]
Explaining the Gift Aid scheme	[√]
Sending goods for recycling	[]
Cashing up	[]



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Listening task 2 (Recording '2 Eszter'/worksheet 3)

a. Yes, they have. At first she worked with customers, later she did pricing, sorting and teaming as well.

b.

Shop floor	Back of the shop
<ul style="list-style-type: none"> • Working on the till • Interacting with the customers • Helping the customers • Explaining the Gift Aid scheme • Keeping the shop floor tidy and filled 	<ul style="list-style-type: none"> • Sorting out the donations • Steaming the clothes • Pricing the goods • Preparing the donations for the shop floor

Listening task 3 (Recording '2 Eszter'/worksheet 4)

'After that I moved to the background area, which mainly involves sorting out the donations, steaming the clothes, pricing the goods, and generally just preparing all the incoming donations for being ready for putting out onto the shop floor'.