

Read the article and answer the questions.

Charlize Theranos, 21, is an online shopping assistant at a supermarket branch in Wales. Her day begins, with a 3 AM wake-up call, for her 4 AM start. She jumps in her car and drives 5 minutes to her workplace. She works six days each week, from 4AM to midday, and comes into contact with dozens of people every day.



When Theranos first started working at her local supermarket in January, 2020, she was a cashier. But soon she was asked to switch to online shopping. Her main duties are picking up items from the supermarket's shelves for delivery. First, she picks up an iPad listing all the customer orders placed that day, and starts walking up and down the aisles, scanning the products she needs. Then she places them in a box that will be packed up and delivered to someone's front door.

When the supermarket opens at 8:30 AM, shoppers start coming in. Theranos needs to try to avoid them as much as possible as she continues wandering up and down the aisles, scanning products, and occasionally answering questions.



She doesn't wear any protective equipment. Only cashiers are given face masks. "Since I come into contact with more than 200 people every day, I can't only think of myself," she told Business Guru. "I have to think about the walk-in customers and their family members as well."

The eight-hour shifts are sometimes quite stressful. Sometimes people rush in to panic-buy food and supplies, causing arguments and upsetting staff. However, most people are polite and respectful. Consequently, Charlize enjoys her job. She has gained more skills, and in recent times, her line of work has become an essential service.

1. What hours does Charlize work?

2. How has her job changed ?

3. What problems does Charlize encounter in her work ?

4. Why does she enjoy her job?

5. Would you like to do this job? Explain.

Answers

1 She works from 4 a.m. until midday/noon.

2 She started as a cashier but now she uses an iPad to collect and pack orders for online customers.

3 She has to avoid customers due to the coronavirus and people panic-buying food and supplies cause arguments and upset staff.

4 She has gained skills and respect. Her job is an essential service.

5 (example) Yes. It would be interesting as you would be dealing with online and walk-in customers. You would be improving your online skills while dealing with people in the real world.