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Your tasks

**Water the plants.**

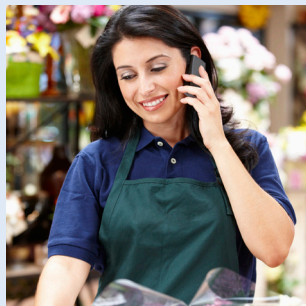
Water the plants with a hose.

**Take dead leaves off the plants.**

Cut the dead leaves off the plants.

**Sweep the floor to keep it clean.**

Make sure there are no leaves, plant pots or bags on the ground.

**Take messages.**

Answer the telephone and write down messages for other people.



Day 1

When you arrive at Blooms Garden Nursery, Bill shows you where you will work. This area is called the greenhouse. It is where the customers come to see the plants.

Bill explains that you will speak with different people at Blooms Garden Nursery and it is important to interact in the right way.

You may need to speak with:

- Customers who come to buy plants
- Customers who ring Blooms Garden Nursery
- People who deliver the plants to Blooms Garden Nursery
- Jane and Dave, who are the people you will work with

What has happened on Day 1

On Day 1 of working at Blooms Garden Nursery, you have learned about:

- The purpose of interactions, such as:
 - Updating
 - Responding
 - Negotiating
 - Developing workplace relationships
 - Expressing an opinion
 - Ordering goods
 - Instructing
 - Reporting
- The audience of interactions, such as:
 - Customers
 - Suppliers (people who supply goods)
 - Your supervisor
 - Your team members

Pronunciation

Pronunciation is how you say a word. When you use the right pronunciation, it makes it easier for people to understand what you are saying.

The way words are spelled is not always the way they are pronounced.

For example, Mr Ford comes into the nursery and asks for an orchid plant. You cannot understand what kind of plant he wants, because he does not pronounce the word correctly.

Mr Ford says the word the way it is spelled, 'or-chid', and not the way it should be pronounced, 'or-kid'. This is why you cannot understand him.

How Mr Ford said the word	'or-chid'
How the word should be pronounced	'or-kid'

Pronunciation is very important for verbal communication. If someone does not understand what you are trying to say, repeat the words. If they still do not understand what you are saying, think about your pronunciation. If you have trouble pronouncing a word, ask someone to tell you how the word should be said.

Using the right words

Bill talks to you about using the right language when speaking with customers. Using the right language helps the person you are speaking to understand you. Bill tells you to speak politely and respectfully to everyone.

Here are different ways of speaking to people.

Who you talk to	Language you use	Example
People you work with, including: <ul style="list-style-type: none"> • Jane • Dave • Bill 	Informal	Informal language is when you use friendly, casual language, such as using the person's first name: <ul style="list-style-type: none"> • 'Hey, Jane.' • 'How are you going?' • 'See you next time, Dave.'
	Slang	Slang is also informal language, and often belongs to a particular group: <ul style="list-style-type: none"> • 'See ya, Jane!' instead of 'See you later, Jane!' • 'Wait a tick, Bill' instead of 'Wait a minute, Bill' • 'I'll grab a bite to eat' instead of, 'I'll have lunch'
	Technical words	Technical words are words used in your workplace, such as: <ul style="list-style-type: none"> • Industrial hose • Succulent • Work health and safety
	Idioms	An idiom is a word or phrase that means something other than what it actually sounds like. Here are some examples of idioms: <ul style="list-style-type: none"> • 'Costs an arm and a leg' means something costs a lot of money. • 'Feeling under the weather' means you feel sick. • 'That's a piece of cake' means something is easy.

Understanding what you have heard

It is important to understand what you have heard. You may need to ask the person to repeat what they have said.

If you listen to the tone of voice the person uses and the emphasis they put on words, it will help you understand what they have said.

Example 1

Bill: 'Sarah is late **again**. Last time she was late, the office work did not get **done** on time. I hope this doesn't happen again. There is **a lot** of work to be finished.'

Bill has spoken fast and loudly. He places emphasis on the words 'again', and 'done' and 'a lot'

This tells you that Bill is worried that the work will not get done. He may also be annoyed with Sarah.

Example 2

Mrs Lim: 'I would like to buy a pink flowering plant. This is to remind me of my daughter, as her favourite colour is pink. I **miss** my daughter.'

Mrs Lim has spoken slowly and softly. She placed emphasis on the word 'miss'.

This tells you Mrs Lim is lonely and sad. She might need cheering up.

What you have learned

Well done. Since you started working at Blooms Garden Nursery, you have learned about:

- The purpose of interactions, such as:
 - Updating
 - Responding
 - Negotiating
 - Developing workplace relationships
 - Expressing an opinion
 - Ordering goods
 - Instructing
 - Reporting
- The audience of interactions
- Speaking
- Using the right language
- Tone of voice
- Reasons for interacting
- Listening
- Non-verbal communication
- Types of feedback
- Reflecting on feedback
- Using feedback to improve