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## Level 6

### Sales quotas exploit convenience store workers

6th April, 2017

<http://www.breakingnewsenglish.com/1704/170406-convenience-stores.html>

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**Please try Levels 5 and 4 (they are easier).**

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# THE ARTICLE

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

Convenience stores provide many of us with a handy place to pop into 24 hours a day to buy things we have forgotten or didn't have time to get from other stores. They also provide part-time jobs for thousands of people. A new report from Japan suggests that some convenience stores are not so convenient for their workers. The report, from Japan's national broadcaster NHK, says overbearing and unrealistic sales quotas are being imposed on many part-time workers. Labor rights experts are calling on store bosses to stop what they deem to be an exploitative practice. There are reports of workers having hundreds of dollars deducted from their salaries and having to buy unsold stock for failing to meet the quotas.

An expert on Japanese labor law Professor Mitsumo Uematsu said deducting a quota's worth of unsold products from salaries violated labor laws. He also questioned why so many part-timers felt compelled to buy unsold stock, which could be "seen as being forced to take on an economic burden because of pressure from stores". Professor Uematsu urged the headquarters of convenience store chains to tackle this problem so that part-timers are not exploited. One part-time worker said he was "drowning in quotas". Another said that workers can lose up to 20-30% of their monthly salary. The biggest losses come with quotas for unsold seasonal items like Valentines and Christmas goods and special sushi rolls.

Sources: <http://www.tokyoreporter.com/2017/01/29/japans-convenience-store-clerks-bemoan-overbearing-sushi-quotas/>  
<http://www.fnn-news.com/news/headlines/articles/CONN00348152.html>  
<http://www3.nhk.or.jp/news/html/20170202/k10010862671000.html?>

# WARM-UPS

**1. CONVENIENCE STORES:** Students walk around the class and talk to other students about convenience stores. Change partners often and share your findings.

**2. CHAT:** In pairs / groups, talk about these topics or words from the article. What will the article say about them? What can you say about these words and your life?

convenience / stores / 24 hours / part-time work / broadcaster / bosses / salaries / expert / laws / unsold products / economic / burden / headquarters / losses / sushi

Have a chat about the topics you liked. Change topics and partners frequently.

**3. CONVENIENT:** Students A **strongly** believe convenience stores are very convenient; Students B **strongly** believe they aren't. Change partners again and talk about your conversations.

**4. PART TIME:** What are the pros and cons of working part time? Complete this table with your partner(s). Change partners often and share what you wrote.

	Pros	Cons
Pay		
Hours		
Holidays		
Being sick		
Responsibility		
Full-timer relations		

**5. 24 HOURS:** Spend one minute writing down all of the different words you associate with the words "24 hours". Share your words with your partner(s) and talk about them. Together, put the words into different categories.

**6. CONVENIENCE:** Rank these with your partner. Put the most convenient things about convenience stores at the top. Change partners often and share your rankings.

- opening hours
- range of products
- drinks
- extra services
- location
- fresh food
- essential items
- price

# BEFORE READING / LISTENING

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

**1. TRUE / FALSE:** Read the headline. Guess if a-h below are true (T) or false (F).

- a. The article said convenience stores were dandy places to pop into. **T / F**
- b. The article has news about a report from Japan's national broadcaster. **T / F**
- c. A report said sales quotas given to part-timers were unrealistic. **T / F**
- d. The report says workers have salaries deducted for not meeting quotas. **T / F**
- e. A labor law expert says deducting salaries for unsold quotas is legal. **T / F**
- f. The expert suggested workers were under pressure to buy unsold stock. **T / F**
- g. A part-timer described how he was drowning in sushi. **T / F**
- h. The biggest losses with quotas are for unsold daily newspapers. **T / F**

## 2. SYNONYM MATCH:

Match the following synonyms. The words in **bold** are from the news article.

- |                       |                |
|-----------------------|----------------|
| 1. <b>handy</b>       | a. breached    |
| 2. <b>overbearing</b> | b. specialist  |
| 3. <b>imposed</b>     | c. fulfill     |
| 4. <b>practice</b>    | d. address     |
| 5. <b>meet</b>        | e. useful      |
| 6. <b>expert</b>      | f. coercion    |
| 7. <b>violated</b>    | g. method      |
| 8. <b>pressure</b>    | h. merchandise |
| 9. <b>tackle</b>      | i. forced      |
| 10. <b>goods</b>      | j. bullying    |

**3. PHRASE MATCH:** (Sometimes more than one choice is possible.)

- |  |                          |
|--|--------------------------|
| 1. a handy place to pop                        | a. broadcaster           |
| 2. Japan's national                            | b. burden                |
| 3. unrealistic sales                           | c. to meet the quotas    |
| 4. workers having hundreds of dollars deducted | d. on Japanese labor law |
| 5. having to buy unsold stock for failing      | e. seasonal items        |
| 6. An expert                                   | f. from their salaries   |
| 7. being forced to take on an economic         | g. into                  |
| 8. because of pressure                         | h. "drowning in quotas"  |
| 9. One part-time worker said he was            | i. quotas                |
| 10. quotas for unsold                          | j. from stores           |

# GAP FILL

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

Convenience stores provide many of us with a (1) \_\_\_\_\_ place to pop into 24 hours a day to buy things we have forgotten or didn't have time to get from other stores. They also (2) \_\_\_\_\_ part-time jobs for thousands of people. A new report from Japan suggests that some convenience stores are not so (3) \_\_\_\_\_ for their workers. The report, from Japan's (4) \_\_\_\_\_ broadcaster NHK, says overbearing and unrealistic sales quotas are being (5) \_\_\_\_\_ on many part-time workers. Labor rights experts are calling on store bosses to stop what they deem to be an exploitative (6) \_\_\_\_\_. There are reports of workers having hundreds of dollars (7) \_\_\_\_\_ from their salaries and having to buy unsold stock for failing to (8) \_\_\_\_\_ the quotas.

*provide*  
*practice*  
*handy*  
*meet*  
*national*  
*deducted*  
*convenient*  
*imposed*

An (9) \_\_\_\_\_ on Japanese labor law Professor Mitsumo Uematsu said deducting a quota's worth of (10) \_\_\_\_\_ products from salaries violated labor laws. He also questioned why so many part-timers felt (11) \_\_\_\_\_ to buy unsold stock, which could be "seen as being forced to take on an economic (12) \_\_\_\_\_ because of pressure from stores". Professor Uematsu urged the headquarters of convenience store chains to (13) \_\_\_\_\_ this problem so that part-timers are not (14) \_\_\_\_\_. One part-time worker said he was "(15) \_\_\_\_\_ in quotas". Another said that workers can lose up to 20-30% of their monthly salary. The biggest losses come with quotas for unsold (16) \_\_\_\_\_ items like Valentines and Christmas goods and special sushi rolls.

*unsold*  
*burden*  
*drowning*  
*expert*  
*exploited*  
*seasonal*  
*compelled*  
*tackle*

# LISTENING – Guess the answers. Listen to check.

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

- 1) Convenience stores provide many of us with a handy \_\_\_\_\_
  - a. place to pop in two
  - b. place to popping to
  - c. place to pop in too
  - d. place to pop into
- 2) A new report from Japan suggests that some convenience stores are \_\_\_\_\_
  - a. not so convenient
  - b. not so inconvenience
  - c. not so conveniently
  - d. not so inconvenient
- 3) overbearing and unrealistic sales quotas are being \_\_\_\_\_
  - a. imposed in many
  - b. imposed on many
  - c. imposed an many
  - d. imposed and many
- 4) experts are calling on store bosses to stop what they deem to be an \_\_\_\_\_
  - a. exploitative practicing
  - b. exploitative practiced
  - c. exploitative practices
  - d. exploitative practice
- 5) deducted from their salaries and having to buy unsold stock for failing \_\_\_\_\_
  - a. to meet them quotas
  - b. to meet all quotas
  - c. to meet the quotas
  - d. to meet those quotas
- 6) deducting a quota's worth of unsold products from salaries \_\_\_\_\_
  - a. violated labor laws
  - b. bio-rated labor laws
  - c. belated labor laws
  - d. violation labor laws
- 7) Professor Uematsu urged the headquarters of convenience store chains to \_\_\_\_\_
  - a. tack all this problem
  - b. tackle this problem
  - c. trickle this problem
  - d. tickle this problem
- 8) One part-time worker said he was " \_\_\_\_\_ "
  - a. drowning in quotas
  - b. drown in quotas
  - c. downing in quotas
  - d. dawning in quotas
- 9) Another said that workers can lose up to 20-30% of their \_\_\_\_\_
  - a. monthly salaries
  - b. monthlies salary
  - c. month less salary
  - d. monthly salary
- 10) The biggest losses come with quotas for unsold \_\_\_\_\_
  - a. seasonal item
  - b. seasonal items
  - c. unseasonal items
  - d. season all items

# LISTENING – Listen and fill in the gaps

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

Convenience stores provide (1) \_\_\_\_\_ a handy place to (2) \_\_\_\_\_ hours a day to buy things we have forgotten or didn't have time to get (3) \_\_\_\_\_. They also provide part-time jobs for thousands of people. A new report from Japan suggests that some convenience stores are not so convenient for their workers. The report, from Japan's (4) \_\_\_\_\_ NHK, says overbearing and unrealistic sales quotas are being imposed on many part-time workers. Labor rights experts are calling on store bosses to stop what they (5) \_\_\_\_\_ exploitative practice. There are reports of workers having hundreds of dollars deducted from their salaries and having to buy unsold stock for (6) \_\_\_\_\_ the quotas.

(7) \_\_\_\_\_ Japanese labor law Professor Mitsumo Uematsu said deducting a quota's (8) \_\_\_\_\_ products from salaries violated labor laws. He also questioned why so many part-timers felt compelled (9) \_\_\_\_\_ stock, which could be "seen as being forced to take on an economic burden because of pressure from stores". Professor Uematsu urged the headquarters of convenience store chains to (10) \_\_\_\_\_ so that part-timers are not exploited. One part-time worker said he was "(11) \_\_\_\_\_". Another said that workers can lose up to 20-30% of their monthly salary. The biggest losses come with quotas (12) \_\_\_\_\_ items like Valentines and Christmas goods and special sushi rolls.

# COMPREHENSION QUESTIONS

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

1. What kind of place did the article call convenience stores?
2. For whom do convenience stores provide thousands of jobs?
3. What did NHK call the quotas besides overbearing?
4. What kind of experts are calling on bosses to stop quotas?
5. What do some convenience store workers have to buy?
6. What is Professor Mitsumo Uematsu an expert on?
7. What kind of burden might workers be forced into taking on?
8. What did a part-time worker say he was drowning in?
9. How much can workers have deducted from their monthly salary?
10. What fish product was mentioned at the end of the article?



# MULTIPLE CHOICE - QUIZ

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

- 1) What kind of place did the article call convenience stores?
  - a) a handy place
  - b) a central place
  - c) a storage place
  - d) a provision place
- 2) For whom do convenience stores provide thousands of jobs?
  - a) homemakers
  - b) students
  - c) part-time workers
  - d) single people
- 3) What did NHK call the quotas besides overbearing?
  - a) stupid
  - b) unrealistic
  - c) achievable
  - d) challenging
- 4) What kind of experts are calling on bosses to stop quotas?
  - a) psychology experts
  - b) retail experts
  - c) convenience experts
  - d) labor rights experts
- 5) What do some convenience store workers have to buy?
  - a) unsold stock
  - b) uniforms
  - c) membership
  - d) bar code scanners
- 6) What is Professor Mitsumo Uematsu an expert on?
  - a) pressure
  - b) sales quotas
  - c) convenience workers
  - d) Japanese labor law
- 7) What kind of burden might workers be forced into taking on?
  - a) a heavy burden
  - b) an economic burden
  - c) the burden of proof
  - d) a burden on their shoulders
- 8) What did a part-time worker say he was drowning in?
  - a) ice cream
  - b) unpaid bills
  - c) money
  - d) quotas
- 9) How much can workers have deducted from their monthly salary?
  - a) ten per cent
  - b) up to half
  - c) 20-30%
  - d) up to 12-13%
- 10) What fish product was mentioned at the end of the article?
  - a) tuna sashimi
  - b) sushi rolls
  - c) fish and chips
  - d) prawn cocktail

# ROLE PLAY

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

## **Role A – Opening Hours**

You think opening hours are the best thing about convenience stores. Tell the others three reasons why. Tell them what is wrong with their things. Also, tell the others which is the least convenient of these (and why): extra services, location or the range of products.

## **Role B – Extra Services**

You think extra services are the best thing about convenience stores. Tell the others three reasons why. Tell them what is wrong with their things. Also, tell the others which is the least convenient of these (and why): opening hours, location or the range of products.

## **Role C – Location**

You think location is the best thing about convenience stores. Tell the others three reasons why. Tell them what is wrong with their things. Also, tell the others which is the least convenient of these (and why): extra services, opening hours or the range of products.

## **Role D – Range of Products**

You think the range of products is the best thing about convenience stores. Tell the others three reasons why. Tell them what is wrong with their things. Also, tell the others which is the least convenient of these (and why): extra services, location or opening hours.

# AFTER READING / LISTENING

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

**1. WORD SEARCH:** Look in your dictionary / computer to find collocates, other meanings, information, synonyms ... for the words 'convenience' and 'store'.

<b>convenience</b>	<b>store</b>
--------------------	--------------

- Share your findings with your partners.
- Make questions using the words you found.
- Ask your partner / group your questions.

**2. ARTICLE QUESTIONS:** Look back at the article and write down some questions you would like to ask the class about the text.

- Share your questions with other classmates / groups.
- Ask your partner / group your questions.

**3. GAP FILL:** In pairs / groups, compare your answers to this exercise. Check your answers. Talk about the words from the activity. Were they new, interesting, worth learning...?

**4. VOCABULARY:** Circle any words you do not understand. In groups, pool unknown words and use dictionaries to find their meanings.

**5. TEST EACH OTHER:** Look at the words below. With your partner, try to recall how they were used in the text:

<ul style="list-style-type: none"><li>• us</li><li>• time</li><li>• national</li><li>• calling</li><li>• deem</li><li>• failing</li></ul>	<ul style="list-style-type: none"><li>• worth</li><li>• seen</li><li>• pressure</li><li>• tackle</li><li>• lose</li><li>• special</li></ul>
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# CONVENIENCE STORES SURVEY

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

Write five GOOD questions about convenience stores in the table. Do this in pairs. Each student must write the questions on his / her own paper. When you have finished, interview other students. Write down their answers.

	STUDENT 1 _____	STUDENT 2 _____	STUDENT 3 _____
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.
- Make mini-presentations to other groups on your findings.

# CONVENIENCE STORES DISCUSSION

STUDENT A's QUESTIONS (Do not show these to student B)

1. What did you think when you read the headline?
2. What springs to mind when you hear the word 'convenience'?
3. How important are convenience stores?
4. What would life be like without convenience stores?
5. What services do convenience stores provide in your country?
6. What would it be like to work in a convenience store?
7. What do you think of convenience store prices?
8. Should part-time workers be given sales quotas?
9. Is giving sales staff quotas an 'exploitative practice'?
10. What advice do you have for convenience store part-time workers?

*Sales quotas exploit convenience store workers – 6th April, 2017*  
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# CONVENIENCE STORES DISCUSSION

STUDENT B's QUESTIONS (Do not show these to student A)

11. Did you like reading this article? Why/not?
12. What do you think of when you hear the word 'store'?
13. What do you think about what you read?
14. How convenient are convenience stores?
15. Why don't convenience store workers sue their employers over quotas?
16. What kind of company pressures staff to buy unsold stock?
17. In what ways are part-time workers exploited?
18. How might it feel to be 'drowning in quotas'?
19. What do you think of workers having money deducted from their salary?
20. What questions would you like to ask a convenience store boss?

# DISCUSSION (Write your own questions)

STUDENT A's QUESTIONS (Do not show these to student B)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

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# DISCUSSION (Write your own questions)

STUDENT B's QUESTIONS (Do not show these to student A)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

# LANGUAGE - CLOZE

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

Convenience stores provide many of us with a (1) \_\_\_\_\_ place to pop into 24 hours a day to buy things we have forgotten or didn't have time to get from other stores. They also (2) \_\_\_\_\_ part-time jobs for thousands of people. A new report from Japan suggests that some convenience stores are not so (3) \_\_\_\_\_ for their workers. The report, from Japan's national broadcaster NHK, says overbearing and unrealistic (4) \_\_\_\_\_ quotas are being imposed (5) \_\_\_\_\_ many part-time workers. Labor rights experts are calling on store bosses to stop what they (6) \_\_\_\_\_ to be an exploitative practice. There are reports of workers having hundreds of dollars deducted from their salaries and having to buy unsold stock for failing to meet the quotas.

An expert on Japanese labor law Professor Mitsumo Uematsu said (7) \_\_\_\_\_ a quota's worth of unsold products from salaries violated labor laws. He also questioned why so many part-timers felt (8) \_\_\_\_\_ to buy unsold stock, which could be "seen as being forced to take on an economic (9) \_\_\_\_\_ because of pressure from stores". Professor Uematsu urged the headquarters of convenience store chains to tackle this problem so that part-timers are not (10) \_\_\_\_\_. One part-time worker said he was "drowning in quotas". Another said that workers can lose up to 20-30% of their monthly salary. The biggest losses (11) \_\_\_\_\_ with quotas for unsold seasonal items (12) \_\_\_\_\_ Valentines and Christmas goods and special sushi rolls.

## Put the correct words from the table below in the above article.

- |     |                  |                 |                  |                  |
|-----|------------------|-----------------|------------------|------------------|
| 1.  | (a) handy        | (b) handle      | (c) handed       | (d) handing      |
| 2.  | (a) provided     | (b) providing   | (c) provide      | (d) provision    |
| 3.  | (a) conveniently | (b) convenience | (c) convenient   | (d) conveniences |
| 4.  | (a) costs        | (b) demands     | (c) supplies     | (d) sales        |
| 5.  | (a) on           | (b) to          | (c) at           | (d) of           |
| 6.  | (a) seem         | (b) deem        | (c) teem         | (d) meme         |
| 7.  | (a) reducing     | (b) deducing    | (c) redacting    | (d) deducting    |
| 8.  | (a) repelled     | (b) compelled   | (c) propelled    | (d) dishevelled  |
| 9.  | (a) bludgeon     | (b) braiding    | (c) burden       | (d) burdock      |
| 10. | (a) exploitative | (b) exploited   | (c) exploitation | (d) exploits     |
| 11. | (a) deduct       | (b) take        | (c) go           | (d) come         |
| 12. | (a) by           | (b) like        | (c) such         | (d) as           |

# SPELLING

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

## Paragraph 1

1. Japan's national cderaartosb NHK
2. overbearing and sraitecnuil sales quotas
3. being epdomis on many part-time workers
4. Labor rights rxteeps
5. an eoapilvitext practice
6. hundreds of dollars udeddetc from their salaries

## Paragraph 2

7. aivotlde labor laws
8. part-timers felt dpellecmo to buy unsold stock
9. forced to take on an economic unrdbe
10. because of usreepsr from stores
11. rgnodniw in quotas
12. unsold aenossla items



# PUT THE TEXT BACK TOGETHER

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

**Number these lines in the correct order.**

- ( ) forgotten or didn't have time to get from other stores. They also provide part-time jobs for thousands of
- ( ) "drowning in quotas". Another said that workers can lose up to 20-30% of their monthly salary. The biggest losses
- ( ) problem so that part-timers are not exploited. One part-time worker said he was
- ( ) come with quotas for unsold seasonal items like Valentines and Christmas goods and special sushi rolls.
- ( ) An expert on Japanese labor law Professor Mitsumo Uematsu said deducting a quota's worth of unsold products
- ( **1** ) Convenience stores provide many of us with a handy place to pop into 24 hours a day to buy things we have
- ( ) from stores". Professor Uematsu urged the headquarters of convenience store chains to tackle this
- ( ) people. A new report from Japan suggests that some convenience stores are not so
- ( ) deducted from their salaries and having to buy unsold stock for failing to meet the quotas.
- ( ) to buy unsold stock, which could be "seen as being forced to take on an economic burden because of pressure
- ( ) convenient for their workers. The report, from Japan's national broadcaster NHK, says overbearing and unrealistic sales
- ( ) from salaries violated labor laws. He also questioned why so many part-timers felt compelled
- ( ) quotas are being imposed on many part-time workers. Labor rights experts are calling on store bosses to
- ( ) stop what they deem to be an exploitative practice. There are reports of workers having hundreds of dollars

# PUT THE WORDS IN THE RIGHT ORDER

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

1. to place handy a with us of many provide Stores into pop .
2. part - being workers imposed Sales on quotas many are time .
3. an they exploitative deem practice to Stop be what .
4. dollars Workers deducted having from hundreds their of salaries .
5. for the unsold quotas Having to buy failing to meet stock .
6. worth a salaries products of quota's Deducting from unsold .
7. stock compelled Many to part buy timers unsold felt .
8. burden pressure Take economic of stores an because from on .
9. said "drowning he One in was worker part-time quotas" .
10. losses quotas seasonal biggest with unsold The come for items .

# CIRCLE THE CORRECT WORD (20 PAIRS)

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

Convenience stores *provide / provision* many of us with a handy place to pop into 24 hours a day to buy things we *have / are* forgotten or didn't have time to get from other stores. They also provide part-time jobs for *thousand / thousands* of people. A new report from Japan *suggests / suggestive* that some convenience stores are not so *convenience / convenient* for their workers. The report, from Japan's *national / nationally* broadcaster NHK, says *overbearing / bearing* and unrealistic sales quotas are being imposed on many part-time workers. Labor rights experts are calling *off / on* store bosses to stop what they *deem / seem* to be an exploitative practice. There are reports of workers having hundreds of dollars deducted from their salaries and having to buy unsold stock for *failing / falling* to meet the quotas.

An expert *on / by* Japanese labor law Professor Mitsumo Uematsu said deducting a quota's *worthy / worth* of unsold products from salaries violated labor laws. He also questioned *what / why* so many part-timers felt *compared / compelled* to buy unsold stock, which could be "seen *as / was* being forced to take *off / on* an economic burden because of pressure from stores". Professor Uematsu *urged / purged* the headquarters of convenience store chains to tackle this problem so that part-timers are not exploited. One part-time worker said he was "drowning *on / in* quotas". Another said that workers can lose up to 20-30% of their *monthly / month* salary. The biggest losses come with quotas for unsold seasonal items like Valentines and Christmas goods and *specially / special* sushi rolls.

**Talk about the connection between each pair of words in italics, and why the correct word is correct.**

# INSERT THE VOWELS (a, e, i, o, u)

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

C\_n\_v\_n\_\_nc\_ st\_r\_s pr\_v\_d\_ m\_ny \_f \_s w\_th \_ h\_ndy  
pl\_c\_ t\_ p\_p \_nt\_ 24 h\_\_rs \_ d\_y t\_ b\_y th\_ngs w\_  
h\_v\_ f\_rg\_tt\_n \_r d\_dn't h\_v\_ t\_m\_ t\_ g\_t fr\_m \_th\_r  
st\_r\_s. Th\_y \_ls\_ pr\_v\_d\_ p\_rt-t\_m\_ j\_bs f\_r th\_\_s\_nds  
\_f p\_\_pl\_. \_ n\_w r\_p\_rt fr\_m J\_p\_n\_s gg\_sts th\_t s\_m\_  
c\_n\_v\_n\_\_nc\_ st\_r\_s \_r\_n\_t s\_ c\_n\_v\_n\_\_nt f\_r th\_\_r  
w\_rk\_rs. Th\_r\_p\_rt, fr\_m J\_p\_n's n\_t\_\_n\_l br\_\_dc\_st\_r  
NHK, s\_y\_s \_v\_rb\_\_r\_ng \_nd \_nr\_\_l\_st\_c\_s\_l\_s q\_\_t\_s  
\_r\_ b\_\_ng \_mp\_s\_d \_n m\_ny p\_rt-t\_m\_ w\_rk\_rs. L\_b\_r  
r\_ghts \_xp\_rts \_r\_ c\_ll\_ng \_n st\_r\_b\_ss\_s t\_st\_p wh\_t  
th\_y d\_\_m\_t\_ b\_\_n\_xpl\_\_t\_t\_v\_ pr\_ct\_c\_. Th\_r\_\_r\_  
r\_p\_rts \_f w\_rk\_rs h\_v\_ng h\_ndr\_ds \_f d\_ll\_rs d\_d\_ct\_d  
fr\_m th\_\_r\_s\_l\_r\_\_s \_nd h\_v\_ng t\_b\_y \_ns\_ld st\_ck f\_r  
f\_\_l\_ng t\_m\_\_t th\_q\_\_t\_s.

\_n\_xp\_r\_t \_n J\_p\_n\_s\_l\_b\_r\_l\_w Pr\_f\_ss\_r M\_ts\_m\_  
\_\_m\_ts\_ s\_\_d\_d\_d\_ct\_ng \_q\_\_t\_'s w\_rth \_f \_ns\_ld  
pr\_d\_cts fr\_m s\_l\_r\_\_s v\_\_l\_t\_d l\_b\_r\_l\_ws. H\_\_ls\_  
q\_\_st\_\_n\_d why s\_m\_ny p\_rt\_t\_m\_rs f\_lt\_c\_m\_p\_ll\_d t\_  
b\_y \_ns\_ld st\_ck, wh\_ch c\_\_ld b\_ "s\_\_n \_s b\_\_ng  
f\_rc\_d t\_t\_k\_\_n \_n\_c\_n\_m\_c b\_rdn\_b\_c\_\_s\_\_f  
pr\_ss\_r fr\_m st\_r\_s". Pr\_f\_ss\_r \_\_m\_ts\_\_rg\_d th\_  
h\_\_dq\_\_rt\_rs \_f c\_n\_v\_n\_\_nc\_ st\_r\_ ch\_\_ns t\_t\_ckl\_  
th\_s pr\_bl\_m\_s\_ th\_t p\_rt-t\_m\_rs \_r\_n\_t\_xpl\_\_t\_d.  
\_n\_p\_rt-t\_m\_ w\_rk\_r\_s\_\_d h\_w\_s "dr\_wn\_ng \_n  
q\_\_t\_s". \_n\_th\_r\_s\_\_d th\_t w\_rk\_rs c\_n\_l\_s\_\_p\_t\_ 20-  
30% \_f th\_\_r\_mnthly s\_l\_ry. Th\_b\_gg\_st\_l\_ss\_s c\_m\_  
w\_th q\_\_t\_s f\_r \_ns\_ld s\_\_s\_n\_l\_t\_ms\_l\_k\_  
V\_l\_nt\_n\_s \_nd Chr\_stm\_s\_g\_\_ds \_nd sp\_c\_\_l\_s\_sh\_  
r\_lls.

# PUNCTUATE THE TEXT AND ADD CAPITALS

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

convenience stores provide many of us with a handy place to pop into 24 hours a day to buy things we have forgotten or didn't have time to get from other stores they also provide part-time jobs for thousands of people a new report from japan suggests that some convenience stores are not so convenient for their workers the report from japan's national broadcaster nhk says overbearing and unrealistic sales quotas are being imposed on many part-time workers labor rights experts are calling on store bosses to stop what they deem to be an exploitative practice there are reports of workers having hundreds of dollars deducted from their salaries and having to buy unsold stock for failing to meet the quotas

an expert on japanese labor law professor mitsumo uematsu said deducting a quota's worth of unsold products from salaries violated labor laws he also questioned why so many part-timers felt compelled to buy unsold stock which could be "seen as being forced to take on an economic burden because of pressure from stores" professor uematsu urged the headquarters of convenience store chains to tackle this problem so that part-timers are not exploited one part-time worker said he was "drowning in quotas" another said that workers can lose up to 20-30% of their monthly salary the biggest losses come with quotas for unsold seasonal items like valentines and christmas goods and special sushi rolls

# PUT A SLASH ( / ) WHERE THE SPACES ARE

From <http://www.BreakingNewsEnglish.com/1704/170406-convenience-stores.html>

Convenience stores provide many of us with a handy place to pop into 24 hours a day to buy things we have forgotten or didn't have time to get from the stores. They also provide part-time jobs for thousands of people. A new report from Japan suggests that some convenience stores are not so convenient for its workers. The report, from Japan's national broadcaster NHK, says overbearing and unrealistic sales quotas are being imposed on many part-time workers. Labor rights experts are calling on store bosses to stop what they deem to be an exploitative practice. There are reports of workers having hundreds of dollars deducted from their salaries and having to buy unsold stock for failing to meet the quotas. An expert on Japanese labor law Professor Mitsumo Uematsu said deducting a quota's worth of unsold products from salaries violated labor laws. He also questioned why so many part-timers felt compelled to buy unsold stock, which could be "seen as being forced to take on an economic burden because of pressure from stores". Professor Uematsu urged the headquarters of convenience store chains to tackle this problem so that part-timers are not exploited. One part-time worker said he was "drowning in quotas". Another said that workers can lose up to 20-30% of their monthly salary. The biggest losses come with quotas for unsold seasonal items like Valentines and Christmas goods and special sushi rolls.







# HOMework

**1. VOCABULARY EXTENSION:** Choose several of the words from the text. Use a dictionary or Google's search field (or another search engine) to build up more associations / collocations of each word.

**2. INTERNET:** Search the Internet and find out more about working in convenience stores. Share what you discover with your partner(s) in the next lesson.

**3. PART-TIME WORK:** Make a poster about part-time work. Show your work to your classmates in the next lesson. Did you all have similar things?

**4. CONVENIENCE STORES:** Write a magazine article about convenience stores making giving their workers sales quotas. Include imaginary interviews with people who are for and against this.

Read what you wrote to your classmates in the next lesson. Write down any new words and expressions you hear from your partner(s).

**5. WHAT HAPPENED NEXT?** Write a newspaper article about the next stage in this news story. Read what you wrote to your classmates in the next lesson. Give each other feedback on your articles.

**6. LETTER:** Write a letter to an expert on convenience stores. Ask him/her three questions about them. Give him/her three of your ideas on how they can be better. Read your letter to your partner(s) in your next lesson. Your partner(s) will answer your questions.

# ANSWERS

## TRUE / FALSE (p.4)

a F    b T    c T    d T    e F    f T    g F    h F

## SYNONYM MATCH (p.4)

- |                |                |
|----------------|----------------|
| 1. handy       | a. useful      |
| 2. overbearing | b. bullying    |
| 3. imposed     | c. forced      |
| 4. practice    | d. method      |
| 5. meet        | e. fulfill     |
| 6. expert      | f. specialist  |
| 7. violated    | g. breached    |
| 8. pressure    | h. coercion    |
| 9. tackle      | i. address     |
| 10. goods      | j. merchandise |

## COMPREHENSION QUESTIONS (p.8)

1. A handy place (to pop into)
2. Part-time workers
3. Unrealistic
4. Labor rights experts
5. Unsold stock
6. Japanese labor law
7. An economic burden
8. Quotas
9. Up to 20-30%
10. Sushi rolls

## MULTIPLE CHOICE - QUIZ (p.9)

1. a    2. c    3. b    4. d    5. a    6. d    7. b    8. d    9. c    10. b

## ALL OTHER EXERCISES

Please check for yourself by looking at the Article on page 2.  
(It's good for your English ;-)