

Working ~ Worksheet 1: Week 2, pp. 32~35

Frances Swenson: Hotel switchboard operator

You should also read the *Introduction* to Working by Studs Terkel, on pp.xi-xxiv

Background topics: low-paid service industry workers; servicing the machine.

Possible interview: a hotel receptionist in Japan.

1. What is Frances's personal background?
2. How did Frances get into this job? Why is she doing it?
3. What is Frances's attitude to authority?
How does she refer to people in authority?
How does she expect to be addressed?



4. What are her working conditions – hours, space, comfort, effort, wages, opportunities for promotion?
5. Is she a union member? How does she feel about labour unions (trade unions in British English)
6. Do you think Frances has descriptive powers? When she's speaking, can you imagine the people and situations she is talking about or are they hidden from you?
7. Is Frances old fashioned in her attitudes to authority and work?

Write about Frances' personality, as you understand it from this short interview. Find a photograph on the net or anywhere of someone who you think might look like Frances, and add it to your description.

NEXT: John Fortune, copy chief, pp.73~78