Case study/Scenario

Jane is new to Roses at Ryde. This is her first job in the industry, she has been studying floristry for 6 months already and has a basic knowledge of flowers and floristry however has never worked and experienced a real life floristry environment until now. Janes responsibilities include duties such as keeping the shop clean and tidy, changing the water in the vases, unpacking the van after market, serving customers, watering the plants, writing card messages and assisting the senior florists as requested. As Jane learns the ropes she will be given more responsibility but at the moment there is so much to learn as well as trying to understand the order and priority of processes in the shop. The following situation occurred in the shop the other day which left Jane a little confused and upset as she is really trying her best but did not identify the priority of instructions given to her.

Janes boss Alison is usually really understanding and knows that Jane is learning the ropes however the other day Alison and the senior florist Susie became frustrated when Jane didn’t follow instructions given that resulted in an incident occurring in the shop.

Alison had instructed Jane to water and maintain the plants when she had a chance as it had been a warm day. Jane was diligently completing this task when Alison called her inside to request she sweeps and mops the floor at the front of the flower stands as Alison has noticed it is quite wet and slippery with a few stray leaves that have been dropped when removing flowers from vases.

Jane acknowledges the request however does not identify that the request is a higher priority than watering the plants due to the OH and S issue it poses to both staff and customers and she decides to complete the watering of the plants first thinking that this will be more logical and efficient.

In the meantime one of the senior florists Susie comes out to get more flowers for a design and slips on the water on the floor Susie doesn’t hurt herself luckily but is not happy. She calls Jane in immediately and asks why she did not follow Alison’s instructions immediately. Jane is confused as she feels she did not ignore the instruction but did not recognise the urgency or identify the risk it posed so made a decision to finish her other task first. She is embarrassed as she now understands
how important it was to clean the water and plant materials off the floor – what if it had been a customer that slipped?

1. Why was the employer angry with the actions of the junior florist?

2/5

2. It is often difficult when you are new to a workplace to know what the priorities are so what should the junior florist have done if they were unsure of what has been asked or which task should be prioritised?

2/5

3. If as a junior or new employee you are unsure of shop policy or procedures what should you do or who should you ask for help?

2/5

4. What are the risks or issues with not following directions given by a senior member of staff?

2/5

Part 2

Write a daily routine for a junior florist listing all the tasks that should be undertaken on a typical market day in priority order. Your day should start from the arrival of the van back from market to the close of the shop.

2/20
Part 3

Identify 3 daily tasks and develop a specific job description or routine for them. This should be a step by step procedure so if asked to complete the task in the workplace you know exactly what is required.

For example: Rotating stock in the cool room

Step 1. Fill approximately the required number of clean buckets of water and add floral preservative.
Step 2. Remove all old buckets from cool room and use to replenish stock in the front of the shop
Step 3. Take remaining old stock and cut all stems condensing and placing in the new clean buckets and placing at the front of the cool room
Step 4. Recut all fresh stock arriving that day and place in clean buckets (don’t mix stock in buckets or if you have to, put similar items in the one bucket to avoid damage, make sure you select a bucket that is an appropriate size/height for the plant materials). Some new stock may also need to go into the front of the shop if this is the case this procedure should be followed for the remainder of stock.
Step 5. Place new stock behind or furthest away from door of cool room and label so it is not used before the older stock ensuring FIFO practices are observed.

10 marks for each task total /30

TOTAL POSSIBLE RESULT /70

_____100%

Marks are recorded as competent (AC) or not competent (NC) for this unit