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# Shumi's Pantry

## Study Guide



SEASON 2

## STUDY GUIDE CONTENTS

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The Story	Pages 1–12
Exercises	Pages 13–27
Helpful Information	Pages 28 & 31
Dictionary	Pages 29–30
Answers	Page 32

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# Shumi's Pantry

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**Nobody needs to go hungry  
in New York City.**

## Shumi Wants a Job

Shumi wants a job at a supermarket. She wants to help her mother pay the bills.

We have bills to pay—  
rent, electricity, phone, food...  
If I work at a supermarket,  
I can help buy groceries too.



You don't need to do that.

Shumi has to do a job interview first.



I just want to help.  
I may not get the job anyway.  
I have to do an interview first.



Her sister, Rumi, helps Shumi prepare for the interview.



I'll help you  
practice!



Okay.  
Ask me a question.



Do you have any experience  
working in a supermarket?

# The Interview

The supermarket manager, Ms. Wu, interviews Shumi for a job.



So, you have never worked in a supermarket before...

No, but I'm a hard worker and a quick learner. And I'm good with numbers. You can ask my math teacher.

Hmm... I'll tell you. I'm very interested in food. I want to study nutrition in college.



Give me another reason why you think you can do a good job here.

Also, I'm friendly and I like to help people. I think customer service is very important in this business.

Ms. Wu is impressed. She asks for references—people who can recommend Shumi.



Do you have references? Can you give me the names and contact information of two people—your math teacher and one other person?



Definitely!

# Shumi at Work

Shumi is working at the cash register.  
A customer uses a card that says BENEFIT.



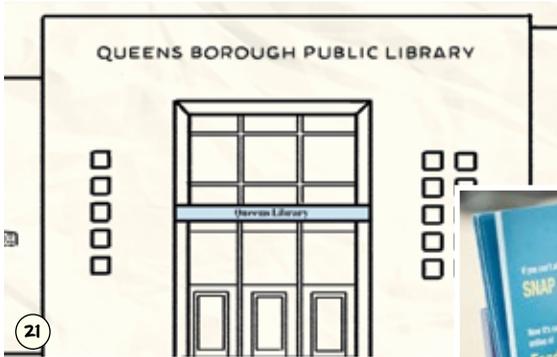
Shumi asks Ms. Wu about the card.



**SNAP** = the Supplemental Nutrition Assistance Program  
If you receive SNAP, you use an EBT card to help pay for groceries.

# Learning about SNAP

Shumi finds information about food programs at the library.



That night, Shumi tells her mom about SNAP.



Her mom is not sure if she wants to apply.



# At Work: Shumi's Customer Service

Shumi advises three customers about what they should and should not buy.



That is a lot of soda!  
Are you sure  
you want all of this?

26



Yes, I'm sure.  
Why do you ask?

27

I was just thinking... you know...  
about all that sugar.



You can keep canned vegetables  
for a long time.

28



Yes and  
they're cheaper too.

31

That's true. Did you know  
we have a sale on broccoli  
in the fresh vegetable section?!



You're buying  
a lot of ice cream!

30



We're having  
a party.

31

What about fresh fruit too?



## The manager is not happy with Shumi.

Is it true? Were you telling customers  
what to buy and not to buy?



32

I was just trying to help.  
I thought it was good customer service.



33

I know you are trying to help.  
But please, do not do that again.

# Nobody Needs to Go Hungry in NYC

Later on, Shumi speaks with Ms. Wu about SNAP and other food programs.



Ms. Wu gives food to a food pantry. She invites Shumi to volunteer with her.



**donate** = give something for free  
**Nobody needs to go hungry in New York City.** =  
In NYC, there is assistance for anyone who needs food.

# At the Food Pantry

Shumi helps bring food from the supermarket to the food pantry.



Who do you think comes here, Ms. Wu?

It could be anyone going through a difficult time. It could be people out of work or people with low income.



Anybody can have an emergency situation in their lives, Shumi.

Shumi thinks she sees someone she knows.



What? Do you know one of the volunteers?



No, maybe it was a mistake. I thought I saw someone I know.

# Back Home That Night

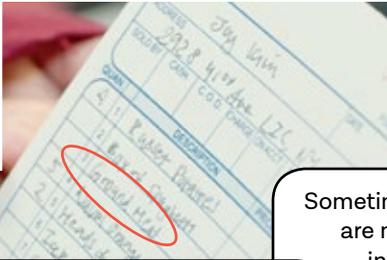
Shumi tells her mom about everything that happened during the day.



**I know you meant well.** = I know you had good intentions.  
I know you wanted to do the right thing.

# Trouble at Work

A customer made a grocery order on the phone.  
Shumi asks a coworker for help.



Hmm... I think I'll give turkey. It's healthier!

52 This says ground meat. But it doesn't say what kind of ground meat they want. Is it beef or turkey or something else?

Sometimes those forms are missing some information.

53

Ms. Wu is very upset. The customer didn't want ground turkey!



Shumi, why did you change a customer's order? He wanted ground beef but you gave him turkey!



Oh, yeah... The order form was missing information. I gave turkey because it's healthier—less cholesterol.

54

Ms. Wu gives Shumi some really bad news.

I told you not to do this but you didn't listen.



Shumi, I'm sorry, but you can't work here anymore.

56

I'm in shock.



57

# Trouble at Home

Shumi tells her mom what happened.  
Her mom tells her to apologize to the manager.



Shumi and her mom have an argument.



Shumi leaves the apartment for some fresh air.



## Getting the Facts

Shumi sees Gabriela—the woman who cleans her apartment building.



Let me help you with your bags.



Oh, thank you very much.

Shumi asks Gabriela an important question.



Shumi, I saw you at the food pantry.



I thought I saw you, but I wasn't sure... Is it safe for immigrants to go to a food pantry?

Anyone who needs food can go to a food pantry.



Yes, it is. A food pantry is for anybody who needs help with food.

I thought so!



Anyone can go through difficult times. Right now, my husband is waiting to start a new job. A food pantry is a life saver in an emergency.

# Reconciliation

Shumi and her mom are together again, in heart and mind.



The next day, Shumi goes to speak with her manager.



Shumi is helping Ms. Wu bring food to the food pantry. She is volunteering again!  
And she's going back to work too.



**reconciliation** = having good relations again

# Who We Are

Complete the sentences. Follow the example.

Ms. Wu • Rumi • Gabriela • ~~Shumi~~ • mother



1. **My name is** Shumi. I am a high school student. I work part-time in a supermarket to help my mother pay the bills. I volunteer at a food pantry too. I am a very busy person. I am idealistic. I want to make the world a better place. But, I don't want to lose my job!



2. **My name is** \_\_\_\_\_. I am Shumi's sister. Shumi helps me with schoolwork. I help her too. I help her practice for her job interview. She is my hero.



3. **My name is Umme. I am Shumi's and Rumi's** \_\_\_\_\_. I am proud of my daughters. I am a home health aide. I work hard to take care of my children and teach them good values. They teach me too.



4. **My name is** \_\_\_\_\_. I am the manager of a supermarket. I also donate food to a food pantry. I give Shumi a chance to work for me. But, should I give her a second chance?



5. **My name is** \_\_\_\_\_. I am a domestic worker. I clean Shumi's apartment building and many other buildings. One day, I get some food at a food pantry to help my family. I see Shumi there. She has a big heart and a curious mind.

**idealistic** = a word that describes someone who wants to make the world a better place

**good values** = responsibility and compassion are two examples of good values

**a second chance** = an opportunity to try again

# What Happens?

Complete the sentences. Follow the examples.

uses • advises • volunteers • ~~pay~~ • interviews • SNAP

1. Shumi wants a job to help her mother pay the bills.
2. Ms. Wu \_\_\_\_\_ Shumi for a job in her supermarket.
3. A customer at the supermarket \_\_\_\_\_ an EBT card to help pay for his groceries.
4. Shumi tells her mother about a food program called \_\_\_\_\_.
5. At work, Shumi \_\_\_\_\_ customers about their food choices in an inappropriate way.
6. After work, Shumi \_\_\_\_\_ at a food pantry.

apologize • gives • work • ~~changes~~ • needs • meets

7. At the supermarket, Shumi changes a customer's order. She gives the customer ground turkey instead of ground beef.
8. Ms. Wu tells Shumi that she can't \_\_\_\_\_ at the supermarket anymore.
9. Shumi's mother wants Shumi to \_\_\_\_\_ to Ms. Wu. They have an argument.
10. Shumi goes outside for some fresh air and \_\_\_\_\_ Gabriela on the street.
11. Gabriela tells Shumi the truth. Anyone who \_\_\_\_\_ food in an emergency situation can go to a food pantry.
12. Ms. Wu \_\_\_\_\_ Shumi a second chance to work again.

# Where Is It?

Find these things in the story.  
Write the page number(s). Follow the example.



- 1. a bill page 1
- 2. shopping carts page
- 3. EBT card page
- 4. SNAP brochure page
- 5. ice cream containers page
- 6. boxes of food to donate pages
- 7. grocery order form page
- 8. cellphones page

**a brochure** = printed information

# Talking about Work

## Definitions I

Find the meaning. Follow the example.



- |                               |       |  |
|-------------------------------|-------|--|
| 1. <b>apply</b>               | _____ | a person who learns fast   |
| 2. <b>an interview</b>        | _____ | a person who works for a business or organization  |
| 3. <b>a manager</b>           | _____ | people who can talk about your experience and skills when you apply for a job              |
| 4. <b>an employee</b>         | _____ | a worker who is very diligent and responsible  |
| 5. <b>customer service</b>    | _____ | helping customers who shop in your store or use your services                              |
| 6. <b>job references</b>      | _____ | a meeting with an employer who asks about your skills and experience in order to get a job |
| 7. <b>contact information</b> | _____ | a director or supervisor   |
| 8. <b>work experience</b>     | _____ | fill out an application  |
| 9. <b>a hard worker</b>       | _____ | a phone number or email address  |
| 10. <b>a quick learner</b>    | _____ | the work you have done in the past; your knowledge and skills from previous jobs           |

# Talking about Work

## A Job Interview

Complete the sentences. Follow the example.

worker • ~~supermarket~~ • customer service • quick • references  
 nutrition • contact information • job

**Ms. Wu:** So, you have never worked in a (1) supermarket before...

**Shumi:** No, but I'm a hard (2) \_\_\_\_\_ and a (3) \_\_\_\_\_ learner. And I'm good with numbers. You can ask my math teacher.

**Ms. Wu:** Give me another reason why you think you can do a good (4) \_\_\_\_\_ here.

**Shumi:** Hmm... I'll tell you. I'm very interested in food. I want to study (5) \_\_\_\_\_ in college. Also, I'm friendly and I like to help people. I think (6) \_\_\_\_\_ is very important in this business.

**Ms. Wu:** Do you have (7) \_\_\_\_\_? Can you give me the names and (8) \_\_\_\_\_ of two people—your math teacher and one other person?

**Shumi:** Definitely!



Say the words out loud—like Shumi and Ms. Wu!

# Talking about Food

## Definitions II

Find the meaning. Follow the example.

- |                            |       |  |
|----------------------------|-------|--|
| 1. <b>supermarket</b>      | _____ | work without pay to help in the community  |
| 2. <b>groceries</b>        | _____ | a piece of paper or an email record that shows you paid  |
| 3. <b>nutrition</b>        | _____ | a program that helps pay for food, for people with low income and who are eligible (also known as the Supplemental Nutrition Assistance Program) |
| 4. <b>fresh vegetables</b> | _____ | eating foods that make you healthy; the science of healthy eating  |
| 5. <b>donate</b>           | _____ | a place that gives food to anyone who needs it and doesn't have enough money   |
| 6. <b>volunteer</b>        | _____ | vegetables that are not in a can or not frozen   |
| 7. <b>farmers market</b>   | _____ | _____ 1 _____ a large store where you can buy groceries and things for your home   |
| 8. <b>food pantry</b>      | _____ | _____ give something for free  |
| 9. <b>SNAP</b>             | _____ | _____ food items you buy at a supermarket or a grocery store   |
| 10. <b>receipt</b>         | _____ | _____ a market where farmers sell vegetables and fruits  |



# Talking about Food Help

Complete the sentences. Follow the example.

need • ~~SNAP~~ • donate • free • hungry • food pantries • volunteered

**Shumi:** I read about the food program you told me about—(1) SNAP.  
I read about (2) \_\_\_\_\_ too. Food pantries are free for everyone, with immigration papers or without. There are so many people who don't have enough food to eat.

**Ms. Wu:** When I was your age, I started thinking about these things too. Now that I have a market, I (3) \_\_\_\_\_ food to a food pantry. Actually, I am going later this afternoon. You can go with me after work if you want. I think it would be a good experience for you.

**Shumi:** I'd like that.

**Ms. Wu:** You know, Shumi... Nobody needs to go (4) \_\_\_\_\_ in New York City.

## At home that night



**Shumi's Mom:** Where were you?

**Shumi:** I (5) \_\_\_\_\_ at a food pantry.

**Shumi's Mom:** What is a food pantry?

**Shumi:** It's a place where they give food to people who (6) \_\_\_\_\_ it. It's for (7) \_\_\_\_\_.

# Good Idea!

Shumi wants your advice. What can you say to Shumi?  
Make a good suggestion. Follow the example.

- go with Ms. Wu after work
- study nutrition in college
- ~~practice answering questions before the interview~~
- ask the manager or a coworker
- tell customers about healthy food if they ask for your advice



1. Shumi has a job interview.

*You can practice answering questions before the interview.*

2. Shumi doesn't know what an EBT card is.

*You can*

3. Shumi wants customers to eat well.

*You can*

4. Shumi wants to volunteer at a food pantry.

*You can*

5. Shumi is interested in learning more about healthy eating and becoming a nutritionist in the future.

*You can*

# Good Question!

You are helping your friend or a family member prepare for an interview. You are thinking of some good questions. Put the words in order. Follow the example.

1. have • you • any • Do • experience • ?

*Do you have any experience?*

---

2. do • What • you • experience and skills • have • ?
- 

3. you can • do you think • Why • a good job • do • here • ?
- 

4. any references • have • you • Do • ?
- 

5. Can you • and contact information • the names • give me • of two people • ?
- 



Do you have any experience working in a supermarket?

**Practice an interview with a friend. Ask the questions out loud!**

# More Good Questions!

You are shopping for food. What can you say? Follow the example.



1. You are not sure of the price for an item. **You ask:**

*Can you check the price, please?*

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2. You are not sure if you can use an EBT card at a store. **You ask:**
- 

3. You want to make sure an item is on sale. **You ask:**
- 

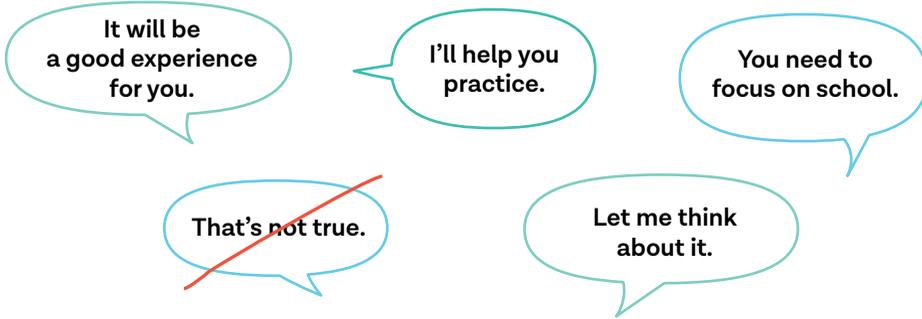
4. You need a bag for your items. You want a paper bag. You do not want a plastic bag. **You ask:**
- 

5. You want to use your debit card to buy something. You want \$10 cash back. **You ask:**
- 

6. You did not hear the total amount of your bill. **You ask:**
-

# What Can You Say?

Choose the best words. Follow the example.



1. You are **Shumi**. You know something is false. **You say:**

*That's not true.*

---

2. You are **Rumi**. You want your sister to do well in her job interview. **You say:**

---

3. You are **Shumi's mother**. You want your children to get good grades. **You say:**

---

4. You are **Shumi's mother**. You want to think about something before deciding. **You say:**

---

5. You are **Ms. Wu**. You know Shumi will benefit from volunteering at the food pantry. **You say:**

---

# What Can You Do?

Match the problem with the best solution. Follow the example.

## Problem

1. You want to shop at a farmers market but can't find one.
2. You do not have enough money to buy food for your family this week.
3. You would like to find out if you are eligible for SNAP.
4. You want to volunteer in your community.

## Solution

- A** Ask friends and family members where they volunteer. Go with them to see if you like it. Visit [www.nycservice.org](http://www.nycservice.org) to find volunteering opportunities around the city.
- B** Call 311 and ask for help applying for SNAP. You can also visit [access.nyc.gov](http://access.nyc.gov) to check if you might be eligible to receive SNAP and other assistance programs, like a tax refund for workers and families, or help with a heating bill.
- C** Call 311 and ask for information about Greenmarkets. You can also find a farmers market near you by going online: [www.grownyc.org/greenmarket](http://www.grownyc.org/greenmarket)
- D** Call the Emergency FoodLine at (866) 888-8777. You can also go online to find a food pantry in your neighborhood [www1.nyc.gov/nyc-resources/service/1083/find-a-food-pantry-or-soup-kitchen](http://www1.nyc.gov/nyc-resources/service/1083/find-a-food-pantry-or-soup-kitchen). You can also go to [FoodHelp.nyc](http://FoodHelp.nyc)

# Watch the Show

## Who says it?

Watch **Shumi's Pantry**. Listen carefully.  
Find out who says these lines.



Umme



Gabriela



Ms. Wu



Shumi



Mr. Quintero

### Who says it?

1. “I think eating well is the key to good health—  
mental health and physical health.”
2. “It’s very dusty. I think it’s safer if you  
wear a mask.”
3. “You are not their doctor, Shumi, are you?”
4. “That’s exactly what the manager said.”
5. “I was a nurse in my country.”
6. “I want to get my High School Equivalency  
diploma.”
7. “I think The City University of New York may  
have a program for you. We’ll find something.”

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# Watch the Show

## What's going on?

What do you think is going on in these pictures?



Watch **We Speak NYC • Shumi's Pantry**

to find out what is going on.

Go to [www.nyc.gov/WeSpeakNYC](http://www.nyc.gov/WeSpeakNYC)



# What You Can Do To Find Food Help and Help with Nutrition

## EBT Customer



At Access NYC online—[access.nyc.gov](https://access.nyc.gov)—you can find out if you are eligible for SNAP (Supplemental Nutrition Assistance Program). There are many City programs offering different kinds of services that you or your family may be eligible for, with or without papers.

## Shumi



“Health Bucks” are coupons you can use at NYC Farmers Markets to buy fresh fruit and vegetables. To find healthy food in NYC, visit: [www1.nyc.gov/site/doh/health/health-topics/cdp-farmersmarkets.page](http://www1.nyc.gov/site/doh/health/health-topics/cdp-farmersmarkets.page)

## Rumi



Did you know kids can get free breakfast and lunch during school and during summer? Learn more at: [www.schoolfoodnyc.org](http://www.schoolfoodnyc.org)

## Umme



Seniors over 60 years old can get free food and nutrition assistance. Also, the Women, Infants, and Children (WIC) program provides healthy food for pregnant women, mothers, and young children. **Call 311** and get help.

## Gabriela



You can get information about emergency food program locations at the Emergency FoodLine at **(866) 888-8777**. It's free!

## Ms. Wu



If you need to find a food pantry, go to <http://foodhelp.nyc/emergency-assistance-en/> Or **call 311**.

# Dictionary: Translations of Key Words

English	Español	中文
1. contact information	Información de contacto	联系信息
2. customer service	servicio al cliente	客户服务
3. donate	donar	捐赠
4. EBT card	tarjeta de Transferencia Electrónica de beneficios (EBT, según sus siglas en inglés)	电子福利转账卡 (EBT)
5. food pantry	despensas de alimentos	食品分发处
6. Foodhelp.nyc	Foodhelp.nyc (sitio web de ayuda financiera para comprar alimentos)	Foodhelp.nyc (帮助您通过纽约食品分发处获得食物的网站)
7. interview	entrevista de empleo	工作面试
8. nutrition	nutrición	营养学
9. references	referencias	引荐人
10. requirements	requisitos	要求
11. SNAP (Supplemental Nutrition Assistance Program)	Programa de Asistencia Nutricional Suplementaria (Supplemental Nutrition Assistance Program - SNAP, según sus siglas en inglés)	SNAP (补充营养援助计划)
12. volunteer	ser voluntario, voluntario	自愿, 志愿者

Go to [www.nyc.gov/WeSpeakNYC](http://www.nyc.gov/WeSpeakNYC) to learn more.

Русский	বাংলা	العربية
контактная информация	যোগাযোগের তথ্য	بيانات الاتصال
обслуживание клиентов, отдел обслуживания клиентов	গ্রাহক পরিষেবা	خدمة العملاء
жертвовать	দান করা	التبرع
карта EBT (карта для электронного перевода пособий)	EBT কার্ড	بطاقة EBT
пункт раздачи продуктов питания	ফুড প্যান্ট্রি	مخزن الأطعمة
портал Foodhelp.nyc (вспомогательный веб-сайт программы дополнительной продовольственной поддержки)	Foodhelp.nyc (কম উপার্জনকারী মানুষদের জন্য খাদ্য সহায়তা কার্যক্রম প্রদান করে)	موقع Foodhelp.nyc للمساعدة في الحصول على الطعام
собеседование	ইন্টারভিউ	مقابلة شخصية
питание	পুষ্টি	التغذية
рекомендации	সূত্র	توصيات
требования	প্রয়োজনীয়তা	الشروط
SNAP (программа дополнительной продовольственной поддержки)	পরিপূরক পুষ্টি সহায়তা কর্মসূচি (Supplemental Nutrition Assistance Program, SNAP)	برنامج الإعانات الغذائية التكميلية (SNAP)
доброволец, волонтер	স্বেচ্ছাসেবী	للتطوع ، متطوع

# What You Can Do If You Need a Job

- ✔ You can get career counseling at the library. **Call 311** to find out the contact information for a library career center near you. The New York State Department of Labor also has many good resources.  
[www.labor.ny.gov/careerservices/findajob/interview.shtm](http://www.labor.ny.gov/careerservices/findajob/interview.shtm)
  
- ✔ You can get help preparing for job interviews at your local library too!
  
- ✔ The Summer Youth Employment Program helps youth ages 14 to 21 find a summer job. Get information at:  
[www1.nyc.gov/site/dycd/services/jobs-internships.page](http://www1.nyc.gov/site/dycd/services/jobs-internships.page)
  
- ✔ If you are a small business owner, you can get help from NYC Small Business Services. There are special programs for minority and women-owned businesses too. [www.nyc.gov/sbs](http://www.nyc.gov/sbs)
  
- ✔ Do you want to go back to school to study for a career? You can find continuing education opportunities at The City University of New York at: [www2.cuny.edu/academics/cpe/](http://www2.cuny.edu/academics/cpe/)



## Visit the **We Speak NYC** website.

- Read the Study Guides.
- Practice your English.
- Watch videos of all the episodes.
- Read about your favorite characters!

[www.nyc.gov/WeSpeakNYC](http://www.nyc.gov/WeSpeakNYC)

# Answers

## Who We Are

1. Shumi
2. Rumi
3. mother
4. Ms. Wu
5. Gabriela

## What Happens

1. pay
2. interviews
3. uses
4. SNAP
5. advises
6. volunteers
7. changes
8. work
9. apologize
10. meets
11. needs
12. gives

## Where Is It?

1. page 1
2. page 2
3. page 3
4. page 4
5. page 5
6. pages 7, 12
7. page 9
8. page 12

## Talking about Work: Definitions I

1. fill out an application
2. a meeting with an employer who asks about your skills and experience in order to get a job
3. a director or supervisor
4. a person who works for a business or organization
5. helping customers who shop in your store or use your services
6. people who can talk about your experience and skills when you apply for a job
7. a phone number or email address
8. the work you have done in the past; your knowledge and skills from previous jobs
9. a worker who is very diligent and responsible
10. a person who learns fast

## Talking about Work:

### A Job Interview

1. supermarket
2. worker
3. quick
4. job
5. nutrition
6. customer service
7. references
8. contact information

### Talking about Food: Definitions II

1. a large store where you can buy groceries and things for your home
2. food items you buy at a supermarket or a grocery store
3. eating foods that make you healthy; the science of healthy eating
4. vegetables that are not in a can or not frozen
5. give something for free
6. work without pay to help in the community
7. a market where farmers sell vegetables and fruits
8. a place that gives food to anyone who needs it and doesn't have enough money
9. a program that helps pay for food, for people with low income and who are eligible (also known as the Supplemental Nutrition Assistance Program)
10. a piece of paper or an email record that shows you paid

### Talking about Food Help

1. SNAP
2. food pantries
3. donate
4. hungry
5. volunteered
6. need
7. free

### Good Idea!

1. practice answering questions before the interview
2. ask the manager or a coworker
3. tell customers about healthy food if they ask for your advice

4. go with Ms. Wu after work
5. study nutrition in college

### Good Question!

1. Do you have any experience?
2. What experience and skills do you have?
3. Why do you think you can do a good job here?
4. Do you have any references?
5. Can you give me the names and contact information of two people?

### More Good Questions!

1. Can you check the price, please?
2. Do you accept EBT cards?
3. Is this on sale?
4. Can I have a paper bag instead of plastic?
5. Can I get \$10 back on my debit card?
6. What is the total?

### What Can You Say?

1. That's not true.
2. I'll help you practice.
3. You need to focus on school.
4. Let me think about it.
5. It will be a good experience for you.

### What Can You Do?

1. C
2. D
3. B
4. A

### Watch the Show: Who says it?

1. Shumi
2. Umme
3. Ms. Wu
4. Shumi
5. Umme
6. Gabriela
7. Mr. Quintero

### Tell the Story

1. Shumi, Umme, Rumi, Ms. Wu, Gabriela, Mr. Quintero
2. Foodhelp.nyc
3. nutrition
4. EBT
5. fresh fruit, fresh vegetables (broccoli)

**Watch**  
**Read**  
**Learn**



[www.nyc.gov/WeSpeakNYC](http://www.nyc.gov/WeSpeakNYC)