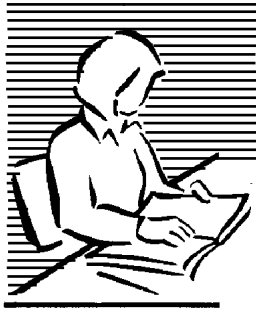
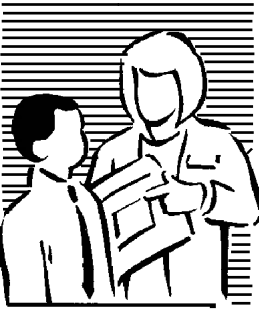


1 *Watching*
a training video



2 *Reading*
a training manual



3 *Listening*
to a supervisor



4 *Observing*
fellow staff



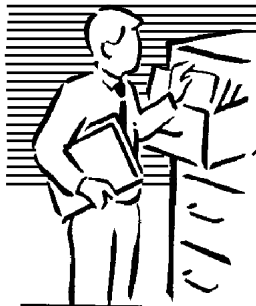
5 *Working*
as a sales assistant



6 *Interviewing*
a manager



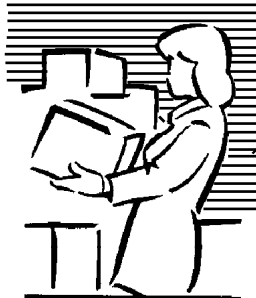
7 *Attending*
a staff meeting



8 *Working*
in the office



9 *Talking*
to customers



10 *Working*
in the stockroom

NAME _____

GROUP _____

PLACEMENT _____

Work Experience **IN RETAILING**



Supported by



SAINSBURY'S

**Work Experience Learning Framework
for Post-16 Students**

Assignment 1: Level 2

What's in store?

TASK 1: Draw a layout plan of the store in which you have been working. Label the plan clearly to show where different types of merchandise are displayed. Mark clearly any special features in the store design.

TASK 2: Using this plan as a visual give a short presentation to your group illustrating the importance of store design and appearance in creating the right selling environment and in maximising space.

Evidence: Notes made whilst talking to display staff and merchandisers; examples of company's planogram; sketches made of store layout.

Key Skills: Working With Others
Communication (taking part in discussion to collect information and presenting material in oral form)
Communication (reading and responding to written material)
Application of number (working out percentage floor space)
IT (using a graphics package to illustrate store plan and layout)
Communication (presenting material in oral form).

Assignment 2: Level 2

Just in time

By talking to the staff in your store, particularly the stock controllers, find out how stock is ordered, where it comes from, and how it reaches the store. What are the ten most popular lines in the store? How is IT used to ensure that there is always sufficient stock to meet customer demand and, at the same time, prevent large stocks from building up?

Evidence: Stock control manuals, shelf-edge labels, notes from interviews with stock controllers, company literature.

Key Skills: Working With Others
IT (evaluating the use of IT in the retail environment)
Communications (taking part in discussions to collect the information)
Problem-solving (negotiating access in order to acquire the information)
Communication (reading company information)

Assignment 3: Level 3

The customer is always right

Describe the range of customer services provided by the company in which you are working. What types of complaint are the most common? How are complaints handled within the company? What procedures are in place to monitor customer satisfaction?

Evidence: Extracts from company policy on complaints procedure. Customer information on refunds, after sales service and customer care. Notes from interviews with customer service managers. Description of company's procedure for monitoring customer satisfaction. Extracts from monitoring reports.

Key Skills: Communication (taking part in discussions, interviewing to collect information, producing written material)
Working With Others
Application of Number (interpreting and presentation data obtained from company monitoring procedures)
IT (use appropriate graphics package to display information, using pie charts or bar charts)