

WORKING WITH OTHERS

PROBLEM SOLVING

- Being a member of the sales team
- Attending team meetings
- Helping other staff
- Speaking at team meetings
- Following instructions from the supervisor

KEY SKILLS

- Identifying a problem
- Solving a problem
- Reviewing methods used to solve problems

Asking questions at the interview

How to keep the place clean and tidy – good housekeeping

How to lift and carry things

WORK SKILLS

How to manage stock

How to take telephone messages

Recognising new skills you have gained

Showing that you are honest and hard-working

How to deal with faulty or damaged goods

Receiving goods in the stockroom or warehouse

WORK TASKS

Ordering and controlling stock

How to speak to customers on the phone

Setting targets with your supervisor

Preparing well for an interview

How to spot hazards

Working in the stockroom or warehouse



WORK TASKS

Working in the office

How to make a window display

Meeting targets and deadlines

Presenting yourself well to the employer

How to pack goods for customers

Preparing goods for sale



WORK TASKS

Making sure you and others follow health and safety rules

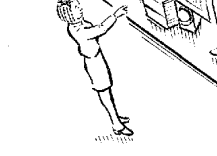
How to deal with customer refunds

Identifying new skills

Getting on well with many different types of people

How to display the goods in the shop

Displaying goods in the window



WORK TASKS

How to accept criticism

How to operate a checkout

Checking stock numbers

Negotiating your work experience programme

How to deal with customer complaints

How to present yourself and give a good impression

How to use body language

How to look after customers with special needs

How to speak clearly to customers and other staff

How to prevent theft

Having a 'can do' attitude to work

Understanding the importance of good appearance

How to deal with customer complaints

How to present yourself and give a good impression

How to use body language

How to look after customers with special needs

How to speak clearly to customers and other staff

How to prevent theft

Understanding the importance of good appearance

Taking part in discussions with customers

Reading company information and training manuals

Taking part in discussions with your supervisor

Taking part in discussions with the sales team

Reading head office bulletins

Evaluating the use of IT in the business

COMMUNICATION

INFORMATION TECHNOLOGY

EMPLOYABILITY SKILLS

IMPROVING OWN LEARNING & PERFORMANCE APPLICATION OF NUMBER