

SKILLS MAP

INTERESTED in Retail & Customer Service



JOB TASKS can include:

- Serve & talk to customers
- Advise customers
- Unpack & sort new stock
- Work as part of a team
- Arrange goods in displays & on shelves
- Keeping store clean & tidy
- Sorting waste for recycling
- Collecting trolleys
- Carrying goods.
- Managing complaints
- Managing spills or broken items
- Using the phone
- Handling money
- Using a till for payments

- working in a noisy & busy place
- carrying heavy loads
- standing up for a long time
- shift work
- how to arrange food items in date order
- fold clothing & pack
- wear uniform
- Stay calm in stressful situations

OTHER SKILLS you may need to be able to develop:

TRAINING & QUALIFICATIONS that may be required:

- Food safety & hygiene
- Food allergy awareness
- Customer service
- Manual handling
- First aid

- Running own school or college café
- Volunteering or work experience with an employer in this sector
- Going to different shops
- Using money to pay for shopping
- Unload shopping at home & put items away
- Practise folding clothes
- Speaking to unfamiliar people
- Practising telephone skills

HOW CAN YOU DEVELOP these skills ready for work?

OUR EMPLOYERS said

Key things required for working in Retail and Customer Service are, attitude and passion, communication and team work, presentation and pride.

'We are looking for people who share the passion for the product'
Paul, Snugs

'Giving customers a really good experience is a key part'
Callum, Bol & Brave Shop

The Seven Magnificent Skills

