

Suggested Student Activities

RETAIL SERVICES

Teachers delivering this course and workplace supervisors who have hosted their students recommend any of the following activities for students to complete during work placement. This is not a finite list; you may wish to offer other equally suitable activities relevant to the course.

Talking with the students should help reveal the student's levels of confidence and maturity; their current strengths, their preferred competencies to work on and perhaps some areas to improve.

NB: The activities include degrees of independent work – instruction and supervision must still be provided for the student.

- Participate in a WH&S site induction
- Replenish point of sale areas, e.g. bags, register rolls, stationary
- Dust shelving, fixtures and stock
- Assist with the packaging of purchased items
- If possible refill floor stock from stockroom and face-up, move stock forward, size merchandise and ensure hangers face the same way, recover stock
- Investigate how staff members would list their availability and how rostering is done
- List daily housekeeping duties
- List the shoplifting deterrents in the store
- Identify, list and practice safe manual handling procedures
- Detail any PPE required as well as procedures for handling hazardous goods e.g. chlorine, potting mix
- Locate exits and fire exits and read the emergency evacuation procedures
- List the procedures for:
 - EFTPOS
 - Layby
 - Gift vouchers
 - Refunds
 - Customer complaints
- Research 3 items in your store from the following list:
 - Warranty details
 - Available sizes and style
 - Available brands
 - Care instructions
 - Expiry dates
 - Storage requirements

For great work placement support contact...

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