



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 _____

FORM _____

PLACEMENT _____

Work Experience **IN RETAILING**



Supported by



SAINSBURY'S

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

Questions to ask

1 *Background to the business*

- a. What is the history of the business?
- b. What are the basic facts and figures about the business?
- c. What are the main patterns of employment – part-time/full-time?
- d. How typical is this particular shop/store?

2 *Employment in retailing*

- a. What trends are there in employment in the retail sector?
- b. What types of employment are available?
- c. What career and training opportunities are there?
- d. How does management communicate with the workforce?

3 *Working conditions*

- a. What are working conditions like for employees?
- b. What rights and responsibilities do employees have?
- c. What rights and responsibilities does the employer have?
- d. How are disagreements resolved?

4 *Business organisation*

- a. What are the different departments?
- b. How do the different departments work together?
- c. What type of company is it?
- d. Is a trade union recognised?

5 *Store layout*

- a. How is the store laid out?
- b. What display techniques are used?
- c. What are the main elements of the store design?
- d. How and when do goods arrive at the store?

6 *Customer service*

- a. What customer service procedures are there?
- b. How are customer complaints handled?
- c. What is good customer service?
- d. What methods are used to monitor customer satisfaction?

7 *Customer protection*

- a. What rights do customers have when shopping here?
- b. How are the details of consumer protection communicated to customers?
- c. What laws about the sale of goods does the business follow?
- d. How are the main consumer protection problems that arise?

8 *Marketing*

- a. What image does the business want to show to customers?
- b. What methods are used to encourage customers to buy?
- c. What special promotions are there?
- d. What training do staff have in selling techniques?

9 *Stock control*

- a. What is stock control and why is it important?
- b. How does the stock control system work?
- c. What procedures are used for taking delivery of goods?
- d. How is technology used in the business?

10 *Health and safety/security*

- a. What health and safety rules do employees have to follow?
- b. What security checks are there for financial documents?
- c. What steps are taken to protect customers in case of emergency?
- d. What is shrinkage? How can it be reduced?

