

shadowing. Upon completion of this course students will be prepared for entry level positions in the field.

COURSE OBJECTIVES

In the following sections the student will:

A. Introduction to Retail Services and the Business Sector

The students will:

- Learn what Retail is: Is it more than fashion and food?
- Identify what Retail Service Workers do
- Discover Jobs in the Retail Industry
- Identify Specific Personal Interests in the Industry

B. Duties of a Retail Service Worker

The students will:

- Practice greeting customers utilizing role play
- Discuss knowing your Merchandise (books, cars, clothing electronics, furniture, plants etc.)
- Learn how to recommend merchandise based on customer needs
- Explain and describe different kinds merchandise
- Practice “answer” and “response” to possible customer questions
- Research various sales and promotions retail outlets use

C. Retail, Wholesale, Warehouse Information

The student will:

- Still researching this section

D. Best Practices Retail Skills

The student will:

- Understand the value of a customer
- Provide a list of good customer service strategies in a retail store
- Build a complete customer experience
- Discover how to respond to both pleasant and difficult customers

E. Keys to Communication in the Workplace

The student will:

H. Hands on Experience: (co-requisite course is Access and Applied Skills where this will be organized).

The student will:

Complete 1 Job Shadow

Complete a Resume and participate in Job Interview Practice.

EVALUATION: In progress

ASSIGNMENTS: In progress

Attendance, Punctuality & Participation in the Retail Service Worker Certificate Course:

Regular attendance, punctuality, and participation is required of all AEV students. Excessive unexcused or prolonged absence or lateness is cause for dismissal.

An unexcused absence is an absence for any reason other than: personal illness; medical treatment or a visit to a doctor; death in the immediate family; job interview; legal proceedings; care of an ill or injured dependent or spouse; or responsibilities as a parent or guardian.

This does not apply if the student is ill and can provide a doctor's note.

If the student informs the instructor about an anticipated absence to attend a special family event the student will not be withdrawn. All absences are noted and students will lose marks for non-attendance. Punctuality means not missing any part of any class. It includes arriving on time at the beginning of class and following class breaks. It also includes not leaving the class at any time before the class has ended.

All lateness is noted. Marks will be lost if students are not punctual.

SUGGESTED MATERIALS (still in progress)

1. Top 10 Workplace Safety Tips
<http://www.arbill.com/arbill-safety-blog/bid/182469/top-10-workplace-safety-tips-every-employee-should-know>
2. WorkSafe BC website
<https://www.worksafebc.com/en>
3. American Psychological Association: Coping with stress at work
<http://www.apa.org/helpcenter/work-stress.aspx>
4. Introduction to Retailing Slide Share
<https://www.slideshare.net/AARTEEROY/lecture-1-introduction-to-retailing>
5. Retail Sales Worker
<https://www.truity.com/career-profile/retail-sales-worker>
6. Customer Service Lessons and Worksheets
<https://www.moneyinstructor.com/customerservice.asp>
7. Customer Service Workbook
<http://www.aproposltd.com/free/customerserviceworkbook>
8. Communication Workbook
<http://www.aproposltd.com/free/comm-workbook>
9. Extreme Customer Service Workbook
http://www.aproposltd.com/free/Extreme_Customer_Service_workbook
- 10.

Implementation date: January 30, 2019

Costs: n/a

measures to protect answers from use by another student(s); and resubmitting altered test or examination work after it has already been evaluated.

Plagiarism is the submission of another person's work or ideas without complete or adequate acknowledgement. It is your responsibility to understand which activities are cheating and plagiarizing. If you are unclear see under "Academic Offences" in the current OC Calendar.

Disability Services: Any student who needs an accommodation due to a chronic, psychological, visual, mobility and/or learning disability, or is deaf or hard of hearing should register with the Okanagan