

Retail Competences/ Standards

1. Health and Safety

- 1.1 Be able to explain the organisations manual handling and safety procedures.
- 1.2 Be able to explain on how to seek immediate help from an appropriate source in the event of accidents and emergencies
- 1.3 Follow organisational procedures for evacuation when an alarm/ test is raised
- 1.4 To be able to understand and move and handle goods and materials safely and in line with organisational procedures
- 1.5 To be able to place goods and materials:
 - in the specified places
 - within the time allowed
 - in such a way that they can be easily identified and reached

2. Stock Rotation

- 2.1 Be able to understand the importance of rotating stock when putting new stock into shop floor and storage
- 2.2 To demonstrate that you can confidently rotate stock on the shop floor/ storage

3. Moving goods and materials manually

- 3.1 Understand which equipment I can use safely when moving goods
- 3.2 To be able to use equipment safely when moving goods
- 3.3 Identify the person to whom to report faulty equipment
- 3.4 Identify the person who can be asked for advice about where to place goods and materials

4. Be able to deal with customers' queries in a retail environment

- 4.1 Acknowledge customers' requests for information/advice politely
- 4.2 Provide information and advice to customers that is:
 - with an appropriate pitch and body language
 - relevant to their query
 - accurate
 - up to date
- 4.3 Be confident in asking customers questions to ensure that the information and advice provided has met their needs
- 4.4 Be able to refer requests for information or advice to the designated person when helping the customer is not within own authority

5. Working effectively as part a team

5.1 Outline own employer's procedures for dealing with discrimination, bullying and harassment

5.2 Be able to understand the importance of asking for help and information from colleagues when needed

5.3 Be able to ask colleagues politely for the help and information needed to do own work

5.4 Be able to state the importance of responding positively whenever possible to colleagues' requests for help

5.4 Be able to state the importance of always following organisational instructions for safeguarding own and others' health and safety at work

5.5 Be able to follow organisational instructions for safeguarding own and others' health and safety at work