

RETAIL WORKS – 2 week Routeway course

This Partnership pre-employment 'Routeway' course is delivered by the Retail Skills Centre Leicester (Leicester College), a member of the National Skills Academy for Retail. 30 hours tuition (attendance is 15 hours/week, over 2 days a week, for 2 weeks)

Course Content

- What is Retail?
- First Impressions Last
- Personal effectiveness & Teamwork
- Effective Customer Service
- Product Knowledge & Merchandising
- Effective Selling Skills
- Health & Safety at Work / Retail Security
- Jobsearch & interview / assessment techniques in the Retail sector

Possible Job Roles

Sales Assistant
Customer Service Adviser
Cashier / Checkout Assistant
Stock Assistant / Stockroom
Merchandising / Display Asst.

Temporary or Permanent,
Full or Part-time Roles in a
variety of retail companies

Minimum Pre-Course Requirements

Currently unemployed & eligible for funding
Able to read, write and do simple number calculations
Have a CV including any relevant experience
Good communication skills
Good interpersonal & teamworking skills
Willing & helpful
Must be committed to working in customer service
Clients must be registered on City Strategy database

Committed to full attendance on the course



What Happens After the Course?

- When you complete the course you will be asked by the tutor about your job & work preferences
- This information will then be used by the partnership's job-matching team to link learners to any work experience or guaranteed interview opportunities which have been brokered by the partnership.
- You should continue to work with your advisor who can help you to identify suitable jobs or work experience

Potential Job Roles in Retail

Retail Sales Assistant

As a sales assistant, you would help customers and play an important role in making their shopping experience enjoyable. You could work in all kinds of retail outlets, including supermarkets, clothing retailers and department stores. Your work could include:

- serving and advising customers
- taking payment by cash or card
- helping customers to find the goods they want
- advising on the availability of stock
- giving information on products and prices
- stock replenishment & product merchandising or display
- promoting any special offers or store cards
- ordering goods that are unavailable
- handling any complaints or passing them on to a manager

In smaller independent shops, your duties would be more varied, and may include arranging window displays and receiving stock deliveries.

Stock Assistant

Maximising sales by ensuring the availability of stock for the sales floor whilst offering informed and courteous service to customers & sales floor colleagues. Unloading deliveries & booking in stock, delivering stock to departments.

You will be lifting, sorting and handling stock. The job may involve the use of a stock control system to ensure stock is logged in and out of the branch so basic computer skills would be an advantage.

In a full-time job you would normally work between 35 and 45 hours a week. Part-time contracts are very common and you will often be required to work a flexible shift pattern, usually including some weekend & evening shifts.

You would spend a lot of time on your feet and may need to lift and carry items of stock. You would often be expected to wear a uniform.

Potential employers include national & international retailers, supermarkets & high street brands; smaller chains or groups of stores; and small, privately-owned specialist or independent retailers, selling anything from fashion to furniture, books to bakery, mobile phones to music.....

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