

Aim To provide a fun way of introducing the VIEW resource, providing familiarisation with the VIEW controls and the particular work areas.

Quiz3 concentrates on 'visual' evidence only and focuses on the ground floor but includes the use of hot spots, timelines, documents and image sequences.

Preparation VIEW Retail must be pre-installed on a stand alone PC or network (where licensed). The quiz activity could be undertaken by an individual student, group of students or whole class.

Students will need some support in beginning their exploration of VIEW Retail. This can be achieved through a quick demonstration of by using the 'student guide' first. The students may also benefit from having access to the ground floor map on a printed sheet, to help them navigate around the ground floor.

Students will need the attached quiz sheet with a pen or pencil, writing on the sheet or on another piece of paper.

Links to WRL Simply, observation skills in the workplace

Outcomes Confidence with using basic controls of VIEW Retail
Knowledge of one part of the VIEW Retail workplace
Satisfaction in achieving an 'evidence collection' exercise

Pre activity The teacher might want to help with the first few questions, perhaps as a class exercise. Emphasise that all the questions relate to the ground floor and that the map can help them locate each of the points where they can look around. The questions can be answered by using the rotary images and clicking on hot spots. Students might use the SHIFT key to zoom in and the CTRL key to zoom out. Timelines and image sequences are not required.

After that a time limit should be imposed.
The teacher might wish to stress the importance of observation skills together with simple note taking. They may well be applied to the student's own work experience at a later stage.

Activity Undertake the quiz either individually or in teams.

Post activity The students might simply 'hand in' their quiz entries.
If time permits the individuals/teams might share their answers to assess who did best/fastest. It's a good idea to have the criteria for success understood previously however, otherwise disagreements will arise.

Extension activities Trying harder quizzes in this series
Students setting their own quizzes

You will need...

You will need a paper and a pen or pencil to make some notes.

Having a printed copy of the ground floor map might be useful to help you find your way around.

You will need the quiz questions all based on the ground floor of House of Fraser. The questions relate to what you can see around you from most of the 'panoramic' points inside the store on the ground floor and the timelines and any interviews you might find there.



Ready?

Enter VIEW Retail and go inside the store.

Complete the quiz below. Answer in boxes where provided.

1 On what floor will we find beds carpeting and lighting ?

2 On what date is the first of the Clarins Masterclass?



Move towards the lifts

3 What is the first product you see as part of the induction tour video?

4 Looking at 'selling a product', the four main parts to sales are; lead, find out, match and...?

5 Which day of the year is the gift wrapping service aimed at ?

Quiz 3

 **Move to the west end of the sales area**

6 How many staff work in Sally's area ?

7 What is at the top of Sally's 'key performance measures' ?

 **Move north towards the other side of the floor and then...** **Move east towards the front of the store**

8 How much is a 30 min de-stress backrub? £

9 Where else in the UK might you find a 'walk-in' backrub.

 **Move east towards the front of the store**

10 What product is J Lo promoting in the posters?

11 What famous celebrities had Mutsa seen in House of Fraser ?

12 How much is 'terrific tootsies' in the nail bar? £

 **Move towards the centre of the cosmetics area**

Quiz 3

13 Looking at the Prescriptives marketing material, what is the 'goal' ?

14 What colour is used to 'warm up' a customer's skin when using cosmetics?

Well done!