

Aim To encourage the student to observe and recall visual information

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

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 maps on a printed sheet, to help them navigate around.

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

As a class exercise perhaps on a smart board or projector screen. This activity can be combined with a student 'volunteering' to come up to the board and be directed by the class to the witness position. The class then decides whether the statement is true or false.

Links to WRL Introductory activity to familiarise the student with VIEW and stress the importance of observation, perhaps before work experience

Outcomes Improved skills with VIEW
Improved ability to manage visual information

Pre activity Reminder about store locations and moving around and up and down the lifts. Use of SHIFT for zoom in and CTRL for zoom out.

Activity Twelve 'extracts' from witness statements relating to different points around the store, (two on each floor G, 1 – 5). Students go to the floor and locate the point and look around and decide what is true and what is false.

Post activity Groups/individuals compare and compete with their answers.

Extension activities Students develop their own witness statements for each other.
Discuss the potential problems associate with errors in witness statements.

You will need...

You will need a paper and a pen or pencil to make some notes. Having a printed copy of the floor maps might be useful to help you find your way around.

The House of Fraser makes a great effort to display the products for sale in ways to encourage the customers to look closely and in many cases pick up and examine them. Sometimes the store is a victim to thieves who will remove products from the store without paying for them.

When the store detective investigates theft she must sometimes call upon any witnesses that are present. People do not always remember the facts accurately and the detective would like your help in establishing whether these statements could be true, false or unsure.

There are two statements for each floor. Find where you think the witness is referring to and look around. If you look closely enough and you are a bit of a detective yourself, you will be able to suggest the truth or otherwise of the statement.

Circle the appropriate answer...

On the ground floor...

Yes, I was just inside the store near the main entrance. The woman was looking at that red Estee Lauder stand.

 True

 False

I saw the pair of them come out of the Roux Express Restaurant straight into the cosmetics area on the ground floor.

 True

 False

On the first floor...

The man was looking at the Austin Reed suits and then went into the Men's Personal Shopping section.

 True

 False

I saw the man looking at DKNY Jeans and then he went right towards the Diesel stand.

 True

 False

The Witness: true or false**On the second floor...**

She went inside the fitting rooms with the clothes, next to the Max Mara stand.

 True False

The woman wore a maroon coat and black trousers and carried a bag.

 True False**On the third floor...**

The Jacques Vert counter definitely had two sales assistants when the blonde lady approached.

 True False

Yes, there were three elderly people looking at the clothes in the 'Tru' area.

 True False**On the fourth floor...**

I am sure she was looking at the Wedgwood stand, it was opposite the display of clocks.

 True False

He picked up the knife from the Cutlery section and ran off towards the coffee makers – is it called Gaggia?

 True False**On the fifth floor...**

She was sitting on one of the sofas and then walked off towards Customer Services

 True False

Yes, he picked up the radio and walked to the next display - the bathroom accessories.

 True False