

**Aim** To encourage the student to listen and recall audio information

**Preparation** VIEW Retail must be pre-installed on a stand alone PC or network (where licensed). The 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.

The students will benefit from having access to a copy of the questions answered by the employees they are assigned.

Students will need to listen carefully to the answers employees give to interview questions. Ideally students should have access to headphones to reduce the disturbance to others.

**Links to WRL** Introductory activity to familiarise student with VIEW

**Outcomes** Improved skills with VIEW  
Improved ability to manage audio information

**Pre activity** Remind students of clicking on questions to listen and the start, stop and pause buttons.

Brief the students on the rules for winning. The teacher needs to decide whether the time taken as well as correct answers is taken into account.

**Activity** 12 'extracts' from witness statements relating to 12 different interviews around the store. Students must find the interviewee and then listen to some answers in an interview and decide whether the extract is true or false.

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

**Extension activities** Students develop their own witness statements based on audio interviews and improve ability to quickly move around the store and find people.

## You will need...

You will need a paper and a pen or pencil to make some notes.  
 You will need headphones to listen to the answers employees provide to questions in interviews.  
 Having a printed copy of the floor maps might be useful to help you find your way around.  
 Having a printed copy of the questions asked by your employees, will help you choose to listen to the answers that may establish the truth.

There are 21 employees in the House of Fraser that you can interview through VIEW Retail. Below are short statements taken from the interviews from 12 of them. But some of the statements have been incorrectly copied down. Your task is to find these 12 employees, work out which question the statement relates to, listen to the answer and decide whether the statement is true or false.

If you are part of a group you might want to divide up the list because the winning team is the team that gets the most right in the shortest time.

*Circle the appropriate answer...*

### Sally – the Replenishment Manager

Sally can be found at the west end of the ground floor sales area.  
 She says that “24 people work in her area”

 True

 False

### Mutsa – a sales Consultant

Mutsa can be found on the Benefit stand in the middle of the ground floor sales area and close to the stairs down to Therapy  
 She says that she has, “been on training courses twice in support of her role”

 True

 False

### Colin – Maintenance Manager

Colin can be found in the boiler room which can be accessed through Therapy and ‘Security’ in the lower ground floor.

He says that, “the most common accidents at the store are burns”

 True

 False

### Jay - Supervisor

Jay can be found in the centre of Therapy in the lower ground floor  
 first position at HoF was as a sales advisor (true)

 True

 False

**The Witness: true or false 2****Julie – Assistant Buyer**

Julie can be found in Therapy at the east end of the lower ground floor  
Julie claims that some of their garments, “feature in the Cosmopolitan magazine”

 True False**Russell – Design and Trend Co-ordinator**

Russell can be found at the east end of Therapy on the lower ground floor  
Russell claims that in the design process, “ideas do not come from films or music videos”

 True False**Peter – General Manager**

Peter can be found at the west end of the first sales floor  
Peter says that he, “loves meeting people as part of his job”

 True False**Claudia – Sales Assistant**

Claudia can be found at the west end of the second sales floor and is the in the Lingerie department  
Claudia says that her, “previous job was in a food shop in Spain”

 True False**Susie – Trainee**

Susie can be found in the middle of the second sales floor  
Susie says she, “had two Saturday jobs before joining the store”

 True False**Robert – Personal Shopping Manager**

Robert can be found at the east end of the second sales floor  
Robert says that, “the average spend of a personal shopper is £1,000”

 True False**Maureen – Relationship Manager**

Maureen can be found by the lifts on the third sales floor  
Maureen says that, “the entire team meet twice a month”

 True False**Heather – Business Support Manager**

Heather can be found in the office off of Customer Services on the fifth sales floor at the east end  
Heather says that, “part of her role is to run the cash office”

 True False