

Aim To encourage students to consider the different types of materials that are used in making a wide variety of products and in particular their flammability.

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.

Links to WRL Design and technology
Science

Outcomes Improved skills with VIEW
Familiarisation with topic content in VIEW
Improved understanding of materials used in product manufacture
Improved understanding of the use of fire retardant materials

Pre activity Discuss the choices a manufacturer makes when producing a product; suitability, cost, availability. Raise the issue of safety in respect of fire.

Some familiarisation with VIEW is necessary as the students need to look around the store.

The class should be divided into 6 groups, one for each floor.

Activity Each group should be allocated a floor to survey. They should tour the floor and list as many products as they can find. For each product they must attempt to identify the materials that are used to manufacture the product.

The students may wish to investigate the materials used by visiting a local store and examining some products in more detail.

Each product can be assessed for flammability and safe disposal when no longer needed.

Combustible materials

Post activity Each group presents its findings and the class collates all the results. They may be surprised at how many different materials are found in the store.

Discuss what hazards might be present especially if the materials were misused.

Discuss how the manufacturer can help avoid their product being a hazard by design, information etc

Should some of the materials found be avoided because of pollution, use of diminishing resources?

Discussion about means of disposal and any hazards that might present.

Extension activities Clothes – finding out about the law when making clothes, combustion testing – how to test. Materials used – how are they made (nylon etc)

Access the HSE website <http://www.hse.gov.uk/chip/phrases.htm>

For information on warning signs and words.

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.

Most shops sell products but many are now offering services to their customers to add value to the shopping experience. Caring for their customers in this way improves sales and customer loyalty.

Let's explore the House of Fraser ground floor sales area to find some evidence.

Enter the store by the main entrance and visit all seven points on the ground floor in any direction you like. Don't forget to use your map to help you find your way around and note down any points of interest.

At each point look around and note down some of the products being sold. Can you also note down any services being offered – look carefully and make use of the timelines and any other evidence you can find.

Enter the information you have gathered into a table like this:

Position on ground floor	Products sold	Services offered

When you go out on your work experience you may have a basic idea of what the business does. But look out for the ways in which it looks after customers, particularly by offering them extra services to make them feel special. Without the customer there would be no business. Wherever you work you must always remember that what you do is ultimately for a customer somewhere, even if you do not meet them.