

Work Experience: What do employees do?

Aim To encourage a student to think about the range of work that employees do in a retail workplace.

Preparation VIEW Retail must be pre-installed on a stand alone PC or network (where licensed). The work experience 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 Work experience preparation
Applied GCSE Business
Careers Education

Outcomes Improved skills with VIEW
Familiarisation with topic content in VIEW
Improved work experience and careers understanding

Pre activity Stress importance of following the student sheet and not getting distracted. Offer help if lost to get back on track. Some students might need help locating the employees.

Discuss 'listening skills' and the importance of noting key points.
Demonstrate facility to start and stop audio as well as repeating answers to key questions.
Divide the class into five groups.

Activity Student begins at the HoF entrance and find the set of employees assigned to them.

They listen to the interviews given by each of the employees and note down the main activities and differences between each employee.
The group chooses one person 'to be' and make sure they fully understand their role.

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When ready, each group takes it in turn to present themselves. They list the job titles of the three employees that have studied and then answer questions from the rest of the class – using a ‘yes’ ‘no’ style, to establish which employee they have adopted. The group that holds out for the most questions wins.

Post activity Each group could present the differences between each ‘role’ and act to brief the rest of the class on the job roles they found in the store.

Who has the best job and why?

Extension activities Groups swap lists and repeats the exercise

Groups might examine the job profiles from the HR office to find out more about some of the roles

Class may attempt to place all the employees into a hierarchy – who is likely to be paid more ?

Work experience: What do employees do?**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 best inform you about their work.

A retail store can have a wide variety of jobs being performed within it. Many may appear to have similar jobs and titles, but what are the differences?

According to the employees assigned to your group, you must find these employees in the store and find out what you can about what they do and how they differ from each other.

As a group, choose one of the three employees to remember as much as you can about. This will be your chosen employee – keep it secret from everyone else!

When your group is ready, tell the rest of the class the name and job titles of the three employees you have been investigating. Don't give them any clues about the one your group has chosen.

Now answer questions from the class about your chosen employee. They can only ask questions about the work that employee does and you can only answer with 'yes' or 'no'. If they guess which of the three employees your group has chosen they win, if not your group wins. They have a maximum of 10 questions to ask before they must guess.

The employee groups are;

Group 1

Jay, a sales supervisor down in Therapy – you can find him in the middle of the lower ground floor.

Mutsa, a sales consultant working on the BeneFit stand in the middle of the ground floor close to the stairs going down to Therapy.

Michael, a sales advisor in the menswear area at the east end of the first floor

Group 2

Claudia, a sales assistant working in Lingerie at the west end of the second floor.

Susie, a trainee supervisor working in the middle of the second floor.

James, a representative of Gaggia, working at the west end of the fourth floor.

Work experience: What do employees do?**Group 3**

Tamara, the Visual Manager working in her area close to the HR offices up the stairs from the fifth floor.

Gavin, HR Development Advisor working in the HR offices up the stairs from the fifth floor.

Maureen, a Relationship Manager close to the lifts of the third floor.

Group 4

Russell, a Design and Trend Co-ordinator who can be found at the east end of Therapy on the lower ground floor.

Robert, a Personal Shopping Manager working at the east end of the second floor.

Louise, a Merchandiser who can be found with Russell at the east end of Therapy on the lower ground floor.

Group 5

Sally, the Replenishment Manager working at the west end of the ground floor.

Heather, the Business Support Manager in the office attached to Customer Services at the east end of the fifth floor.

Julie, an Assistant Buyer who can be found at the east end of Therapy on the lower ground floor.