

Aim To encourage a student to think about the arrangements for arrival for their first day of work experience.

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 the ground floor and fifth floor 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 teacher may wish to set some extra questions to be answered at each point on the visit.

Links to WRL Work experience preparation

Outcomes Improved skills with VIEW
Improved planning ability
Improved work experience

Pre activity Stress importance of following the student sheet and not getting distracted. Offer help if lost to get back on track.

The students might try to identify why dress is important for work, perhaps by identifying occupations where the type of dress is paramount. They may also identify occupations where a uniform is required.

Activity The student begins at the HoF entrance and follows the printed visit guide as if meeting a work experience supervisor, answering any questions.

Post activity Make up a preparing for work experience checklist and discuss some of the practical tips for making the first day a successful day.

Extension activities The students consider the wider issues for their days on work experience perhaps role playing some 'situations' that might occur and how they should react to them.

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 and fifth floor maps might be useful to help you find your way around.

Before you go out on your work experience you must make sure you know where to go.

Do you know the full address of your workplace?

It is a good idea to leave a copy of the address and a telephone number at home just in case your family need to get hold of you in an emergency.

Have you visited the workplace before, perhaps for an interview?

Will you be based on the same site or in the same building as your interview?

You should work out a route to get to your workplace and allow some extra time just in case you get delayed by a late bus or a detour. You want to arrive fresh and positive, not hot and bothered!

Have you decided what to wear when at work and when you go to work? What will you do if it rains on the way?

Have you got a packed lunch or some money to buy some lunch?

Don't forget a handkerchief or some tissues and you will probably need a pen and some paper.

Check your preparation with your teacher!

Our work placement is at the House of Fraser Store in Oxford Street.

Enter VIEW Retail and you will find yourself outside the store in busy Oxford Street, London. Look around – it is very busy and wherever your workplace is be extra careful about traffic in and around the place where you will work.

Oxford Street has good public transport – can you count how many buses are passing by?

Now there is somewhere to have a drink and something to eat to the left of House of Fraser, can you see it? What would be the advantage and the disadvantage of having your lunch break in there?

Now look at the store. Where do you go in for your work placement? Whatever time you were told to start, always leave some extra time to find the right entrance, door, office, floor, department and so on.

We will use the main store entrance

Work experience: Getting there

Click and enter the ground floor of House of Fraser.

Look at the text on the left of the screen. You can see the opening times for the store. What time do you finish work? Make sure your school and parents know what time you should be expected home. If leaving at a particular time causes you problems with transport to get home – you must tell your work placement supervisor, teacher and parents so alternative arrangements can be made.

Today is Monday – what time does the store close? How many hours is the store open today and will you be expected to work all of them ?

Now you are inside. Who did you need to find and where ?
Have a contact name and a meeting place written on a piece of paper and keep it somewhere on you so can quickly check if you forget.

Ok we have to find Heather and she is the Business Support Manager for House of Fraser. We have been told her office is in the Customer Services section on the fifth floor, or was it the fourth?

If you are not sure, look for some clues. If you look right you will see a tall 'store guide' with floor descriptions. It is just to the left of the red LaCoste display. Click on the store guide once and then click on 'view images in more detail' to be able to read it. Can you find customer services listed? Is it the fifth or fourth floor ?

A security guard is standing by the entrance and you could always ask someone like him for directions. How do we know that he is a security guard?

Never wander around on your own unless you have been directed where to go. Some workplaces have areas that may be dangerous with vehicles moving or machines in operation. Many businesses will have a reception desk where you can report, sign in and get instructions. Sometimes you might wait for your contact to come and get you from reception. Never be afraid to ask and always listen carefully. That pen and paper might come in handy to note down a direction or two or perhaps a name to remember.

So we need to get to the fifth floor? Where are the lifts? Remember to leave time to move across a 'site' so that you arrive at the point where you want to be on time or slightly early – never late!

Use the back button to return to the rotary image, turn left and find the direction for the lifts. You need the map arrow to face west (left) for the correct direction. The lifts are straight ahead, click to move towards the lifts.

Look around and you will find the lifts to your right. Use the middle set of lifts, click on the doors to open them. How many floors will this lift give us access to?

Work experience: Getting there

Click on the button for the fifth floor. Most buildings will have some stairs if you prefer not to use a lift.

So, you have arrived on the fifth floor – but where do you go to next?

If you look right and read the text on the left of the screen it will confirm that Customer Services is this way. The map arrow should be facing east (right).

Click to move forward towards the east end of the sales floor.

Now you are in the middle of some furniture. A sale is on – how much percentage discount is being offered?

Don't get distracted, always stick to your task – where is Customer Services? Don't panic, look left and if you use the SHIFT key to zoom in and the CTRL key to zoom out you will see Customer Services in the distance. Click on the entrance to move into that area.

Now, here at last but where is Heather? Look around for the 'inner office'. Once again there is a store employee around that you could ask. What do you think his job is?

Found the door for the inner office? Click on it to enter. Normally you should knock on office doors before entering just to make sure you don't interrupt a meeting or private conversation.

Is that Heather sitting there at her desk? Click on her to find out. Never interrupt people if they are speaking with other colleagues, wait for a little while until there is a chance to be noticed and then introduce yourself. Avoid disturbing someone on the telephone, wait for the call to end.

So this is Heather isn't it? Click on the first question and listen to her confirm who she is.

Ask Heather about what she would say to encourage you into working in retail. Can you list two good points for working retail that she mentions ?

You will need to ask Heather lots of questions to help you with your placement. Make sure you find out where the toilets are and listen carefully to any health and safety instructions. Don't forget to get clear what time you have to turn up for work, what time you finish and when your mid day break is.

Well done for finding your way to your work placement supervisor. If your appointment with Heather was for 9.00am what time do you think you should have arrived outside the store?

Now having found your way in can you find the route out into Oxford Street again?