

Work Experience: Communicating with people

Aim To encourage a student to think about the importance of communication in the 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

Outcomes Improved skills with VIEW
Familiarisation with topic content in VIEW
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.

Discuss what the students think are the most important skills for a sales assistant. Note them down for comparison later.

Activity Student begins at the HoF entrance and follows the printed visit guide. Student finds and asks relevant questions from several employees who work on the shop floor.

The students should note down which skills different employees identify as important.

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Post activity Discussing their comparative skills, perhaps each group presenting their findings.
Discuss ways of improving their own communication skills when they find themselves on work experience.

Extension activities Designing a job advert with skills listed.

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.

What makes a good sales assistant? Many will think it is simply about selling the most products but what do the some of the employees in the House of Fraser think?

Enter the store and locate each of the following employees and their interviews. Choose carefully which questions you need to listen to and note down anything they say about the skills they need to do their job.

Claudia – sales assistant

Claudia can be found at the west end of the second sales floor and is the in the Lingerie department

Mutsa – 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

Jay - supervisor

Jay can be found in the centre of Therapy in the lower ground floor

Susie – trainee

Susie can be found in the middle of the second sales floor

Vlada – Department manager

Vlada can be found in the middle of the third sales floor

Develop a list of desirable skills.

Share your list with others in your class.

Good communication skills is important for the sales assistant and for most employees in the world of work. When you go out on work experience you might find it hard to communicate with people that you do not know that well. It might be worth thinking through some questions you could ask your work colleagues to help 'break the ice'.

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Try thinking about a question you might ask each of the employees you have interviewed at the House of Fraser. They are very different people and that might influence you in your choice of question.