



PASSPORT TO RETAIL

UNIT 3: RETAIL PAYMENTS

ELEMENT 3: OTHER JOBS AT A PAY POINT



RETAIL PAYMENTS

ELEMENT 3: OTHER JOBS AT A PAY POINT

DURATION: 4/5 SESSIONS

YEAR GROUP: KS3/4 OR 5

STUDENTS WILL:

- > To understand the other elements that may be involved in working at a pay point
- > Pick up some skills that will aid working in retail
- > Develop life skills
- > Develop employability skills for future employment
- > Hold employee encounters virtual and face 2 face
- > Acquire and develop an appropriate vocabulary in written and spoken language
- > Listen to and understand spoken language and use spoken Standard English whenever and wherever appropriate.

ADDITIONAL NEEDS:

- > Class teachers to differentiate according to need

SKILLS USED FROM SKILLS BUILDER:

- > Listening
- > Speaking
- > Problem solving
- > Staying positive
- > Teamwork
- > Creativity

KEY WORDS:

- | | |
|--------------------|-------------|
| > Customer Service | > Bag |
| > Packing | > Reusable |
| > Safe | > Till roll |
| > Delicate | > Cleaning |
| | > Duties |

RESOURCES FOR ALL LESSONS:

- > **UN3E201** - Pros & Cons of plastic and paper bags
- > **UN3E202** - History of the shopping bag
- > **UN3E303** - Packing tips
- > **UN3E304** - How to change a till roll
- > **UN3E305** - Cleaning
- > **UN3E306** - Other help retail tips
- > **UN3E307** - Job description



SESSION 1: PACKING



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>Most things you buy at a store will need to go in a bag or packaging. Considering customer services this plays a big part. Customers wish for care and respect to be taken with the item they have bought and not just shoved into a bag. So, let's look at some elements of this.</p> <ol style="list-style-type: none"> Ask the students to share any thoughts on what can be used to package a product either at a shop or online. The world is changing, and with it the thoughts about packaging is too. As we try to be more sustainable and greener, we must think about packaging our products. Ask the students when they go shopping what do they do with the items when they pay? See if they can list some options of folding or wrapping fragile things up etc. Watch the funny Video of the life of a plastic bag Although the video is funny, see if the students can share why the video is also sad and what is wrong with using plastic bags? Plastic v paper. We started with paper bags and moved to plastic, but both have their pros and cons. Can you get the students to complete the table? Use the activity card for this. Ask the students what solution do we now use to help the environment? Show the students the history of a plastic bag flashcard to show the progression of sustainability over the years. 	<ul style="list-style-type: none"> ➤ To understand the importance of packing a customer's bag ➤ To learn how to pack a bag ➤ To understand the history of the shopping bag ➤ STEM links ➤ To understand the environmental impact of plastic and why we use reusable bags ➤ Speaking ➤ Listening ➤ Role play ➤ Practice packing ➤ Reading ➤ Writing ➤ Team work 	<ul style="list-style-type: none"> ➤ UN3E201 - Pros & Cons of plastic and paper bags ➤ UN3E202 - History of the shopping bag ➤ UN3E303 - Packing tips ➤ Computer ➤ Paper ➤ Pens ➤ A few different types of bags ➤ A few items for packing into a bag



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>6. Now we have our bag sorted we need to look at packing it. So, if it is a reusable bag or recyclable bag we need to know how to put things in it safely, neatly and with our customer service head on.</p> <p>Folding training video</p> <p>Grocery bagging tutorial video</p> <p>Use the packing tips to have a go at packing some things up as if a customer had purchased them.</p> <p>TASK VARIATION: See if the students can make a poster to show why it is important to use a reusable bag, use the video to help.</p> <p>They can also join in on activity 6 if possible.</p> <p>PMLD TASK VARIATION: Fill a reusable bag with items, allow the students to feel into the bag for the different things found.</p> <p>You can also watch the plastic bags are bad video.</p> <p>Or feel different types of bags, paper, plastic reusable etc.</p>		



SESSION 2: OTHER TILL/ RETAIL DUTIES



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>There are plenty of other things we could talk about however, here are a few that might be common in an average retail role.</p> <p>Simply work through each point playing the videos or showing the flash cards to the students.</p> <ol style="list-style-type: none"> 1. The till roll <p>Not many tills have till roll any more, but this may be a thing in smaller shops. It is also applicable for card machines. Lots of retailers ask you for an email address to send you your receipt now, however if not you need to know how to change the paper that the receipt is printed on. Watch these videos and use the flash card to help. Old till video, card machine video.</p> 2. Cleaning <p>Like all work areas it is important to keep working areas clean. The shop may have a cleaner however, it will be the retail assistants' job to keep on top of the stores cleanliness throughout the day.</p> <p>Use the flash card to look at some things you may have to look out for. Quick video. Information.</p> 3. Other top tips <p>Use the flash card to look and talk through the other 13 pointers around retail work. Some may be simple; some may be for in the future.</p> <p>TASK VARIATION: Talk through the elements that are appropriate to the students.</p>	<ul style="list-style-type: none"> ➤ To understand what a till roll is and how to change a till roll ➤ To understand the importance of cleaning in a retail setting ➤ To pick up some skills around cleaning ➤ To look further into some key skills and duties of a retail worker ➤ Speaking ➤ Listening 	<ul style="list-style-type: none"> ➤ UN3E304 - How to change a till roll ➤ UN3E305 - Retail Cleaning check list ➤ UN3E306 - Other help retail tips ➤ Computer



SESSION 3: JOB DESCRIPTION EXPLORATION



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>Allow the students to look over the job description, See if they have met any of the skills through the sessions? Did they find any of the skills easy? Did they find anything difficult? Had they completed some of the tasks before? See if this would be something they would like to do as a job? For those that wish to, you could hold a mock interview asking questions around the skills they have learnt in retail.</p>	<ul style="list-style-type: none"> ➤ Skill identification ➤ Linking activity to careers and subject learning ➤ Speaking ➤ Listening ➤ Reading 	<p>➤ UN3E307 - job description</p>

HELPFUL WEBSITES

[Shopping bag](#)

[History of a paper bag](#)

[Environmental impact of a plastic bag](#)

[Grocery bagging tutorial video](#)

[The power of retail packaging](#)