



# PASSPORT TO RETAIL

## RESOURCE DIRECTORY





<b>Unit</b>	<b>Element</b>	<b>Code</b>	<b>Resources Name</b>	<b>Comment</b>
<b>Unit 1 Customer Service</b>	Element 1	UN1E100	Customer Service Lesson Plan	
		UN1E101	Greeting a customer flash card	
		UN1E102	Greeting a customer activity	
		UN1E103	Useful customer services/retail terms flash card	
		UN1E104	Comment Card Activity	
		UN1E105	Retail Job description	
	Element 2	UN1E200	Know Your Store Lesson Plan	
		UN1E201	4x retail store layout flash cards	
		UN1E202	Store layout activity	
		UN1E203	Example store information for activity	
		UN1E204	Job description	
	Element 3	UN1E300	Customer service desk lesson plan	
		UN1E301	Customer services vs Customer service desk flash card	
		UN1E302	Support found at a customer service desk flash card	
		UN1E303	Retail store staffing structure	
		UN1E304	Retail job roles activity	
		UN1E305	Retail Manager Job description	
	Element 4	UN1E400	Site visit lesson plan	



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<b>Unit 2 Retailers and Their Products</b>	Element 1	UN2E100	Types of Retailers and Products	
		UN2E101	Types of retailers flash card	
		UN2E102	Types of products flash card	
		UN2E103	Products activity	
		UN2E104	Supply chain flash card	
		UN2E105	Types of service flashcard	
		UN2E106	Job Description	
	Element 2	UN2E200	Safe storage and stocking lesson plan	
		UN2E201	Types of storage flash card	
		UN2E202	First in First Out Stock Rotation	
		UN2E203	FIFO checklist	
		UN2E204	How to store food properly	
		UN2E205	Refrigerator storage	
		UN2E206	New Stock Activity	
		UN2E207	Hazard v Risk flash card	
		UN2E208	Retail hazards	
		UN2E209	Slips, trips & falls	
		UN2E210	Manual handling	
		UN2E211	Working at height	
		UN2E212	Removing packaging safely	
UN2E213	Job description			



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<b>Unit 2 Retailers and Their Products</b>	Element 3	UN2E300	Displays and Marketing Lesson plan	
		UN2E301	Good vs Bad retail activity	
		UN2E302	Rules of visual merchandising	
		UN2E303	What can I do? flash card	
		UN2E304	Retail marketing flash card	
		UN2E305	Other marketing factors.	
		UN2E306	Visual merchandiser job description	
	Element 4	UN2E400	Site visit lesson plan	
<b>Unit 3 Retail Payments</b>	Element 1	UN3E100	Payment methods lesson plan	
		UN3E101	Payment methods instore and online	
		UN3E102	Card payments flashcard	
		UN3E103	Payment activity	
		UN3E104	Cash Payment Flashcard	
		UN3E105	Cash and Card Payment activities	
		UN3E106	Cashier job description	
	Element 2	UN3E200	Returns, refunds & more lesson plan	
		UN3E201	Returns explained	
		UN3E202	Cross-selling & up selling	
		UN3E203	Sales activity	
		UN3E204	How to up and cross-sell	
		UN3E205	Job description	



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<b>Unit 3 Retail Payments</b>	Element 3	UN3E300	Packing & more lesson plan	
		UN3E301	Pros & Cons of plastic and paper bags	
		UN3E302	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		
		Element 4	UN3E400	Site visit lesson plan
<b>Unit 4 Employment</b>	Element 1	UN4E100	Becoming employed	
		UN4E101	Your vocational profile	
		UN4E102	The different ways to find a job	
		UN4E103	How to look for a job online & in-print	
		UN4E104	How to write a CV & in-print	
		UN4E105	Application form template	
		UN4E106	How to write a covering letter & in-print	
		UN4E107	Employment example timeline	
		UN4E108	Preparing, during and after the interview	
		UN4E109	Mock Interview Activity	



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<b>Unit 4 Employment</b>	Element 2	UN4E200	During employment	
		UN4E201	New start paperwork	
		UN4E202	Contract types	
		UN4E203	Probationary periods	
		UN4E204	Other support available	
		UN4E205	Employee PAYE	
	Element 3	UN4E206	Effective Communication	
		UN4E300	Progressing in employment	
		UN4E301	Steps to getting a promotion	
		UN4E302	Promotions activity	
<b>QA - Questionnaire</b>				
<b>Resource directory</b>				
<b>How to use this resource</b>				
<b>Teachers guide</b>				
<b>Student passport</b>				
<b>Student certificate</b>				