



# Types of Services

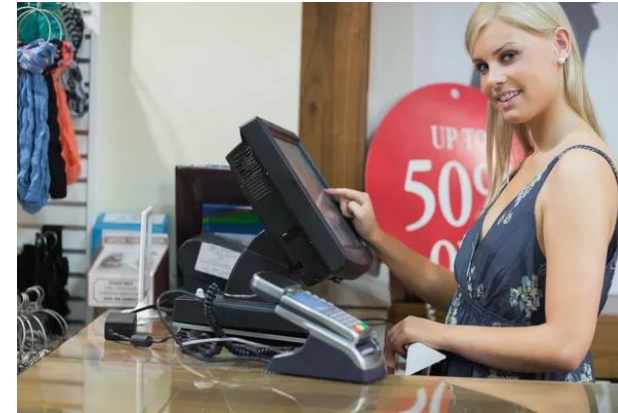


## Click and Collect

Many shops offer this service to allow customers to order from the website and collect from their nearest store, rather than home delivery.

Skills needed:

- Good computer skills
- Listening skills
- Good customer service



## Till

A counter or desk in a shop where purchases are paid for, and refunds or exchanges are processed.

Skills needed:

- Good computer skills
- Listening and speaking skills
- Good customer service



## Café

An area of the shop that sells refreshments, snacks and meals.

Skills needed:

- Good customer service
- Follow instructions
- Listening skills



## Fitting Room

A room in a shop where customers can try on clothes before deciding whether to buy them.

Skills needed:

- Good customer service
- Follow instructions
- Speaking skills