

ARE YOU INTERESTED IN WORKING IN RETAIL?



In our Retail Skills program, staff and volunteers work alongside you to build skills and confidence, become more independent, develop peer networks, form community contacts and take on new challenges.



Participant goals to be achieved in this program:

- Delivering customer service.
- Learning about money handling.
- Using office equipment.
- Effective merchandising and display.
- Increase confidence.
- Communication in the workplace.
- Contribute to workplace health & safety.
- Organising, cleaning and maintaining work areas.

CONTACT

www.connecting2australia.org

Call: 1300 111 212

Email: info@c2a.org.au



Connecting2Australia
DISABILITY WITHOUT LIMITS

RETAIL SKILLS PROGRAM

PROGRAM TIMEFRAME: 12 WEEKS

LOCATIONS: TRALAGON, WONTHAGGI, MT ELIZA, MILDURA

In our Retail Skills program, staff and volunteers work alongside you to build skills and confidence, become more independent, develop peer networks, form community contacts and take on new challenges.

PROGRAM INFORMATION

WEEK	DATE	DAY	TIME	GOAL & PLAN
12 Weeks		All day	9am - 3pm	You will learn and experience a wide range of tasks in a retail environment which include money handling and serving customers, using office equipment and retail technology, merchandising, safe work practices and more.
1				Communication in the workplace.
2				Customer service.
3				Contribute to workplace health & safety.
4				Appropriate dress and personal grooming standards.
5				Organising, cleaning and maintaining work areas.
6				Commitment and work ethic.
SIX WEEK PROGRAM REVIEW				Document program progress to ensure you have learnt new skills and are achieving your goals.
7				Creating merchandise displays and managing stock.
8				Following directions and work instructions.
9				Counter sales including money handling.
10				Follow outline above -Each task is to be allocated to the participants capacity and their request of learning new skills. Define daily tasks to all participants, rotate duties throughout the day.
11				Opening and closing procedures.
12				Using point of sale technology.
TWELVE WEEK PROGRAM REVIEW				Review and Planning Day. This day is used to review the program to ensure you have learnt new skills and achieved your goals. What worked well and what needs improving for the program to be successful.

CONTACT

www.connecting2australia.org

Call: 1300 111 212

Email: info@c2a.org.au



Connecting2Australia
DISABILITY WITHOUT LIMITS