

Retail Sector Routeway Recruitment Checklist

Job Title
Trainee Retail Store Assistant
Functional Skills
<ul style="list-style-type: none"> • Enjoys working with people • Be friendly and approachable, with a polite and helpful manner • Communication <ul style="list-style-type: none"> ○ Capable of talking to colleagues and customers ○ Confident to ask and answer questions of customers and colleagues ○ Good listening and questioning skills • Can understand and follow instructions • Adaptable to cope with a changing fast paced environment • Remains calm and productive when working under pressure • Alert and observant • Promotes and develops outstanding customer service • Capable of listening to a customers needs and creating a sale
Teamwork Skills
<ul style="list-style-type: none"> • Able to follow instructions given by team leader • Positive, helpful and respectful attitude when dealing with customers and colleagues • Willing to seek help when unsure what to do • Offers to help when colleagues are busy • Able to carry out multiple tasks • Good time keeper
Health, Fitness and Physical Requirements
<ul style="list-style-type: none"> • Meet the organisations standards for dress, appearance and behaviour • Professional manner • Physically able to stand in store for a given period* • Physically able to lift light to heavy loads for stock replenishment* <p>(*subject to reasonable adjustment requirements within DDA)</p>
Legal Requirements
<ul style="list-style-type: none"> • Legally eligible to work in UK • Over 18 if role involves sale of alcohol • Criminal convictions (in line with Rehabilitation of Offenders Legislation)
Other Requirements
<ul style="list-style-type: none"> • Reliable and trustworthy • Good level of verbal reasoning • Must have basic numeracy capabilities for pricing and cash handling

These materials have been developed by **SkillsmartRetail** in conjunction with employers from the sector and additional materials to support the training programme are available by contacting Gemma Behan, Retail Routeway Manager, 020 7462 5060, gemma.behan@skillsmartretail.com