

# RETAIL SECTOR

Could a job in the retail sector be for you?

Do you want to work with people, do you have good organisational skills?  
Are you a friendly person who likes to help others?

## Can you...

- Talk to people confidently
- Behave in a polite manner
- Work well as part of a team
- Demonstrate a positive attitude
- Be organised and tidy
- Follow instructions



## Here are some of the jobs you could do

- Shop Assistant
- Customer Service Assistant
- Warehouse Operator
- Barista

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# CATCOTE METRO

## This is Malachy

### Year 14 student at Catcote Metro

The **Catcote Metro** is a retail outlet which is based in Hartlepool town centre, selling a wide variety of 'ethically sourced goods' from around the world, Fairtrade, Catcote's own products and felt items from Nepal. Students gain invaluable work experience in the retail sector as part of their study programmes. Students work on a weekend and throughout the holidays on a rota basis to increase their work skills for which they are paid.

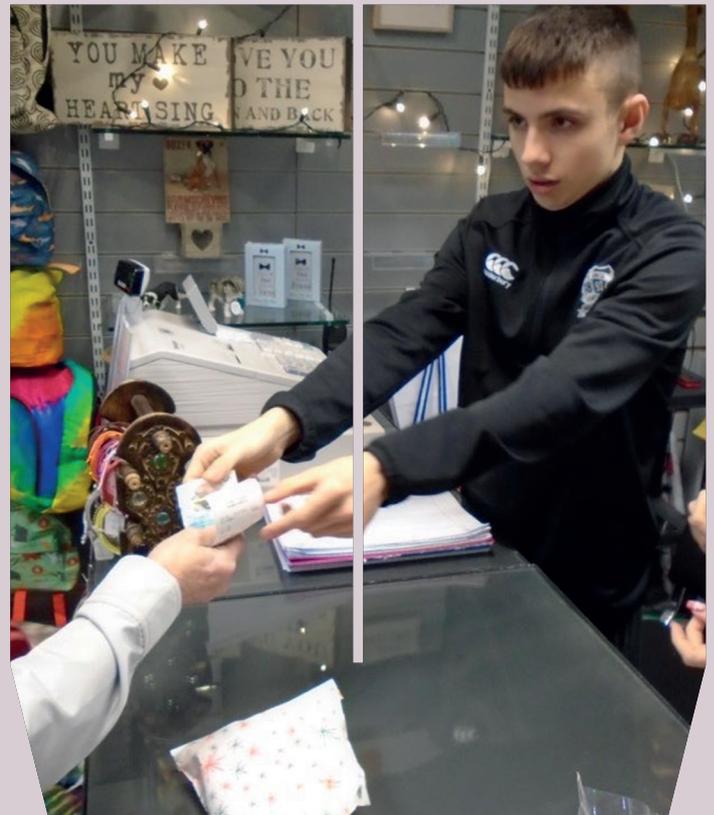
Malachy is a Year 14 student at Catcote Academy & commenced his work placement at the Catcote Metro shop in September. He attends every Thursday from 10 - 11.30 and works alongside manager Karen & teaching assistant Chelsea.

Malachy has gained many skills and self-confidence since starting this placement and looks forward to his 'shop time'. He can now, (with minimal guidance), confidently unpack and price-up stock items and photograph them for the shop's Facebook page, display stock appropriately around the shop, use the till with assistance, talk to customers and clean the shelves and counters. He also runs errands for the shop, i.e., has bought batteries from a neighbouring supermarket with petty cash and returned with the item, receipt and the change.

“Malachy has gained many skills and self-confidence since starting this placement”

Malachy says that he enjoys going to the shop, especially taking photos in the pop-up photo booth with Karen's iPad. Karen says that he takes extremely good photos of stock that she is happy to immediately upload to the Metro's Facebook page to encourage online sales.

Catcote are very proud of the achievements and progress Malachy has made since working in the Catcote Metro.



# WORD SEARCH

F	R	I	E	N	D	L	Y	O	Z	F	U	Z	S	B
Q	R	P	U	O	D	G	Y	F	O	T	A	R	A	U
P	E	T	C	A	S	S	I	S	T	A	N	T	L	Y
O	P	P	U	X	J	M	N	Z	C	H	R	F	E	E
L	R	R	S	Z	H	E	L	P	F	U	L	P	S	R
I	E	O	T	B	E	Y	B	A	S	S	I	A	M	O
T	S	D	O	V	Y	U	C	Z	J	E	R	Q	D	R
E	E	U	M	B	E	T	A	S	Y	R	E	U	I	G
C	N	C	E	T	L	E	S	H	N	V	T	E	S	A
I	T	T	R	L	O	A	H	O	Q	I	A	U	P	N
Q	A	S	A	B	C	M	I	P	A	C	I	E	L	I
D	T	F	T	Q	S	T	E	G	T	E	L	F	A	S
R	I	V	I	X	T	P	R	C	D	S	R	W	Y	E
B	V	B	B	X	W	Q	G	F	F	H	C	E	L	D
W	E	I	V	R	L	Y	H	R	S	E	R	V	E	S

Can you find all of these words?

- |                                    |                                   |                                  |                                |   |
|------------------------------------|-----------------------------------|----------------------------------|--------------------------------|---|
| <input type="checkbox"/> Assistant | <input type="checkbox"/> Products | <input type="checkbox"/> Retail  | <input type="checkbox"/> Sales | <input type="checkbox"/> Team           |
| <input type="checkbox"/> Organised | <input type="checkbox"/> Customer | <input type="checkbox"/> Polite  | <input type="checkbox"/> Queue | <input type="checkbox"/> Representative |
| <input type="checkbox"/> Services  | <input type="checkbox"/> Helpful  | <input type="checkbox"/> Cashier | <input type="checkbox"/> Buyer |   |
| <input type="checkbox"/> Friendly  | <input type="checkbox"/> Display  | <input type="checkbox"/> Serve   | <input type="checkbox"/> Shop  |   |

# WORD SEARCH

F	R	I	E	N	D	L	Y	O	Z	F	U	Z	S	B
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P	E	T	C	A	S	S	I	S	T	A	N	T	L	Y
O	P	P	U	X	J	M	N	Z	C	H	R	F	E	E
L	R	R	S	Z	H	E	L	P	F	U	L	P	S	R
I	E	O	T	B	E	Y	B	A	S	S	I	A	M	O
T	S	D	O	V	Y	U	C	Z	J	E	R	Q	D	R
E	E	U	M	B	E	T	A	S	Y	R	E	U	I	G
C	N	C	E	T	L	E	S	H	N	V	T	E	S	A
I	T	T	R	L	O	A	H	O	Q	I	A	U	P	N
Q	A	S	A	B	C	M	I	P	A	C	I	E	L	I
D	T	F	T	Q	S	T	E	G	T	E	L	F	A	S
R	I	V	I	X	T	P	R	C	D	S	R	W	Y	E
B	V	B	B	X	W	Q	G	F	F	H	C	E	L	D
W	E	I	V	R	L	Y	H	R	S	E	R	V	E	S

Can you find all of these words?

- Assistant
- Products
- Retail
- Sales
- Team
- Organised
- Customer
- Polite
- Queue
- Representative
- Services
- Helpful
- Cashier
- Buyer
- Friendly
- Display
- Serve
- Shop

# SPOT THE DIFFERENCE

Can you spot the difference?

There are 10 differences in total



# SPOT THE DIFFERENCE

Answer Sheet

There are 10 differences in total



# ROUTES OF PROGRESSION & TRAINING

You could work in a small local shop or work for a large retailer.

There are lots of hands-on roles at the front and back of stores such as shop floor assistant or warehouse assistant. You can work in many different retail areas such as, clothing/fashion, cinemas, DIY Store, Pet shop or work at your local train station.

If you like working as part of a team, these jobs could be the perfect career for you.

You can start at an entry level position and progress through on-the-job training and hard work.



## SUPPORTED INTERNSHIPS

[www.preparingforadulthood.org.uk/downloads/supported-internships/fact-sheet-supported-internships.htm](http://www.preparingforadulthood.org.uk/downloads/supported-internships/fact-sheet-supported-internships.htm)



## APPRENTICESHIPS & TRAINEESHIPS

[www.base-uk.org/supported-apprenticeships](http://www.base-uk.org/supported-apprenticeships)  
[www.gov.uk/apply-apprenticeship](http://www.gov.uk/apply-apprenticeship)  
[www.gov.uk/find-traineeship](http://www.gov.uk/find-traineeship)



## FURTHER EDUCATION

[www.teesvalleycareers.com/students/career-pathways/](http://www.teesvalleycareers.com/students/career-pathways/)



## VOLUNTEERING

<https://www.ncvo.org.uk/ncvo-volunteering/i-want-to-volunteer>



## EMPLOYMENT

[www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)

# WHERE TO FIND LOCAL VACANCIES

You could work for these companies

**NEXT**

**ASDA**

MARKS &  
SPENCER

**amazon**

There were over  
1,560 Retail sector  
job vacancies  
advertised online in  
Tees Valley in 2021

(Source: Labour Insight,  
Burning Glass)



The average salary  
for a Shop Assistant  
in Tees Valley

**£17,500**



The average salary  
for a Customer  
Service Advisor  
in Tees Valley

**£19,900**



The average salary  
for a Warehouse  
Operator in Tees Valley

**£19,200**

(Source: EMSI 2021.2)



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