

WHY NOT TRY...

RETAIL

What do Retail Trainees do?

Sales assistants sell goods to customers in retail and wholesale establishments.

Retail Trainees may perform the following tasks:

- > advise customers on the location, selection, price, delivery, use and care of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future
- > operate cash registers and accept payment, or prepare finance arrangements (e.g. invoices and contracts)
- > take special orders for items not currently in stock, or not normally stocked, and notify customers when the items have arrived
- > package goods for customers and arrange delivery
- > price, stock and display items for sale, and keep the store tidy and attractive
- > be aware of health, safety and welfare issues and practices
- > participate in stocktaking (counting and describing the goods in stock)
- > arrange for the repair of damaged goods, or advise on needed repairs
- > order items

Some sales assistants work on a commission basis, which means that they are paid for each product, or number of products, that they sell. Sales assistants are on their feet most of the day attending to customers, finalising sales and tidying display units. They may work long hours and be required to work at night and on weekends.

How do I become a Retail Trainee?

To become a retail trainee you can do a traineeship, which involves both on and off-the-job training. The off-the-job training is provided through Registered Training Organisations (RTO's), including Group Training Companies. Entry requirements may vary but employers generally require a minimum of Year 10.

Qualifying as a Retail Trainee involves:

- > 12 to 18 months commitment
- > Attending paid work with a "host employer" for the duration of the traineeship
- > Attending off-the-job training at an RTO

Ideal personal requirements to be a Retail Trainee include:

- > Enjoy working with people
- > A helpful, courteous manner
- > Neat personal appearance
- > Good communication skills
- > Able to deal accurately with money
- > Motivation and drive
- > No skin disorders if working with food
- > Willing to work as part of a team



How can I do a traineeship? Talk to your local RSW representative.

email: info@readysetwork.com.au
phone: **1800 819 747** (free call from landlines)