

INTRODUCTION TO RETAIL

This 20 hour course is designed to provide learners with an opportunity to gain knowledge and understanding of basic retail activities.

YOU WILL LEARN

- Providing initial customer service
- Providing preliminary advice to customers
- Functioning under supervision as part of a retail team
- Referring customers to senior staff when appropriate

FURTHER PATHWAYS

- Volunteering or paid work
- Career guidance and mentoring
- Accredited study

For more information or to book your place, call
1800 266 675



Comm Unity Plus Services Ltd acknowledges the support of the Victorian Government



BOOKINGS & INFORMATION

@ education@comm-unityplus.org.au

☎ 1800 266 675

🚶 Level 1, 358 Main Road West
St Albans

🌐 www.comm-unityplus.org.au

INTRODUCTION TO RETAIL

This **20 hour** course is designed to provide learners with an opportunity to gain knowledge and understanding of retail activities. Learners will learn to provide initial customer service.

Cost: \$35

Outcomes for participants

- Improved and effective access to job opportunities
- Confidence in accessing job opportunities
- Improved oral communication

Learning Approches

- Trainer-directed classroom based delivery with practical instruction, demonstration and exercises
- Demonstration and modelling by the trainer (one-on-one)
- Monitoring/supervision by the trainer
- Scenario - work based activities
- Role-plays - work place related

Term 1

29 January to 29 March

Term 2

16 April to 29 June

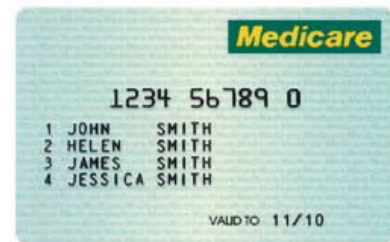
Term 3

16 July to 21 September

Term 4

8 October to 21 December

When you enrol, please bring your **concession card (if applicable)** and **green Medicare card**.



Individuals with a disability are encouraged to access government funded training

commUnity+ is a multi-disciplinary community agency that provides services across Victoria. Our students have the advantage of easy access to a range of programs in addition to adult education. More information is available on www.comm-unityplus.org.au.



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