

**Now live on SmartScreen!**

**7536 Level 2  
Award/Certificate/Diploma in  
Retail Skills**



## Units supported on SmartScreen:

- Unit 201: Work effectively in your retail team
- Unit 202: Help customers choose products in a retail environment
- Unit 204: Provide information and advice to customers in a retail environment
- Unit 223: Keep stock on sale at required levels in a retail environment
- Unit 224: Display stock to promote sales to customers in a retail environment
- Unit 231: Process payments for purchases in a retail environment
- Unit 235: Process returned goods and materials in a retail environment
- Unit 236: Give customers a positive impression of yourself and your organisation
- Unit 239: Help to maintain health and safety in a retail environment
- Unit 240: Help to keep the retail unit secure



## Support for each unit includes:

- handouts
- worksheets
- interactive activities
- revision cards
- knowledge test



## **Additional support includes:**

- assessment guidance for tutors
- learner guidance on being observed
- guidance on different types of assessment
- tutor forum
- recommended resources
- glossary



## Unit 223: Keep stock on sale at required levels in a retail environment

### Handout 2: How to replenish stock on sale

In order to replenish the stock on sale, you will need to make sure that there is enough stock available in the stock room. If you are responsible for ordering replacement stock, either from the supplier or a central warehouse, you will need to use a stock control system to identify how much stock to order.

#### Stock control

Your stock control system may be:

- Electronic. Stock is ordered using the EPOS data generated by sales
- Manual stock checks. The amount of stock available is checked daily, weekly or monthly and replacement stock ordered as required
- Staff using their experience to order stock as necessary. This should be the responsibility of a senior member of staff as it is easy to make a mistake and under-ordering or over-ordering can be very costly



#### Receiving stock

When stock is received it is important to prepare it for sale. The preparation needed will depend on the type of stock. Examples of the way that different types of stock are prepared for sale are:

- Frozen food must be stored at a temperature of at least  $-18^{\circ}\text{C}$  so this will

## Example handout



## Unit 236: Give customers a positive impression of yourself and your organisation

### Worksheet 1: How to give customers a positive impression

This activity is suitable for learners who are working in any retail role in the workplace or realistic working environment.

1. A customer is browsing in your store. You approach them and ask if you can help and they tell you they are looking for an engagement present. List three open ended questions you would ask in order to determine what they want.

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2. Give an example of an occasion you would use the following methods of communication in your work.

+	<b>Telephone communication</b>

## Example worksheet



## Unit 235 Activity 1

Question 1 of 1

Point Value: 10

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Score so far: 0 points out of 0

SUBMIT

# Example activity



## Unit 239 Activity 2

Question 1 of 1

Point Value: 10

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Identify a hazard in this scene which would present a risk in the event of a fire.



Score so far: 0 points out of 0

SUBMIT

# Example activity



**For more information please email:**

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