

Some examples of language, literacy and numeracy use in *Retail – sales assistant*

Literacy/ESOL

Speaking and Listening	Reading	Writing
<ul style="list-style-type: none"> • Greeting customers using appropriate speech and body language, both face-to-face and on the telephone • Responding appropriately to customers who indicate they want or need your attention • Giving clear verbal information to customers, e.g. size, colour, availability, product information, ordering and delivery procedures • Using appropriate questioning and checking strategies to identify and clarify customer needs • Giving clear verbal information to others • Following instructions and explanations, e.g. putting out stock, taking orders, arranging deliveries, stockroom checks 	<ul style="list-style-type: none"> • Reading and understanding product information, labels and warning symbols • Reading to obtain information and for detailed understanding, e.g. employment contract, wage slip, product operating instructions and specifications • Reading and understanding health and safety guidance and company policies related to own job • Reading and understanding company policy related to equality and diversity • Reading and following manual handling instructions 	<ul style="list-style-type: none"> • Writing legibly using an appropriate format, e.g. filling in employment forms, signing time sheets • Ensuring accuracy when spelling names and addresses, and writing dates, times and telephone numbers • Completing forms accurately, e.g. sales sheets, order forms, returns • Using simple sentence structure, appropriate grammar, vocabulary and punctuation, e.g. recording personal information, completing an accident report form or sending an email

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Numeracy

Number	Measures, shape and space	Handling data
<ul style="list-style-type: none"> • Calculating reductions or increases in stock prices • Checking sales price reductions, e.g. $\frac{1}{3}$, $\frac{1}{2}$ or 20% off • Calculating values and quantities when stocktaking, e.g. using fractions and percentages to calculate values • Collecting numerical information, e.g. order sheets, stock checks 	<ul style="list-style-type: none"> • Considering safety issues and developing spatial awareness when moving merchandise in a retail environment • Understanding metric and imperial measurements, e.g. clothes, fabrics, room dimensions, weights • Converting between the standard measuring systems (metric or imperial) and product related systems, e.g. clothes sizes, screw sizes • Understanding and noting maximum and minimum temperatures to comply with health and safety regulations • Estimating time, e.g. travelling to work, lunch break • Entering amounts accurately into a till, PDA or credit card machine and giving correct change 	<ul style="list-style-type: none"> • Extracting information from tables, charts and diagrams, e.g. price list, catalogue • Recording and classifying information, e.g. sales figures, order sheets, stock records • Understanding simple probability, e.g. risk of accidents in different circumstances such as slips and trips, lifting and carrying