

Retail NVQ Level 2



Mandatory Unit

- Work effectively in your retail team

Optional Units— choose 5

Receive and Store Goods

- Receive goods and materials into storage
- Put goods and materials into storage
- Keep stock on sale at required levels

Process Customer Orders and Returns

- Process customer orders for goods in a retail environment
- Process returned goods and materials in a retail environment

Prepare Goods and Produce for Sale

- Prepare products for sale to customers in a retail environment
- Process bake off products for sale in a retail environment
- Process fish and shellfish for sale in a retail environment
- Process greengrocery products for sale in a retail environment
- Finish meat products by hand in a retail environment
- Contribute to a dough production control and efficiency
- Select, weigh and measure dough ingredients
- Hand divide, mould and shape fermented doughs
- Maintain food safety while working with food within a retail environment
- Promote and sell products and services to customers
- Maximise product sales in a retail environment

Display and Merchandise Stock

- Display stock to promote sales to customers in a retail environment
- Follow guidelines for planning and preparing visual merchandising displays
- Follow guidelines for dressing visual merchandising displays
- Order graphic materials for visual merchandising displays
- Dismantle and store visual merchandising displays
- Make props for visual merchandising displays
- Put visual merchandising displays together

Please contact us on 0114 281 5718 for more information



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Sale!

Help Customers to Make Purchases

- Help customers choose products in a retail environment
- Provide information and advice to customers in a retail environment
- Demonstrate products to customers in a retail environment
- Promote loyalty schemes to customers in a retail environment
- Provide the lingerie fitting service in a retail environment
- Promote beauty products to retail customers
- Follow point of sale procedures for age restricted products in a retail environment
- Help customers to buy National Lottery products in a retail environment
- Process credit and payments for goods and services
- Process payments for purchase in a retail environment
- Process payments and credit applications for purchase in a retail environment
- Process cash and cheque transaction in a retail environment

Set up and Install Products for Customers

- Assemble retail products in customer's home/workplace

Manage Customer Relationship

- Give customers a positive impression of yourself and your organisation
- Resolve customer service problems

Maintain Continuous Improvement in Customer Service

- Support customers service improvements

Maintain Organisational Effectiveness

- Develop productive working relationships with colleagues
- Allocate and check work in your team

Maintain Health & Safety in the workplace

- Help to maintain health and safety in a retail environment

Maintain Security in the workplace

- Help to keep the retail unit secure

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