



Australian Government



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Career Advice Australia



Linking Schools with Industry

**RETAIL SERVICES WORKPLACEMENT
EMPLOYER ASSESSMENT OF STUDENT**

NAME OF STUDENT: _____

STUDENT'S SCHOOL: _____

NAME OF ORGANISATION: _____

ADDRESS: _____

PERIOD OF WORK: From _____ to _____ DAYS ABSENT: _____

GENERAL ASSESSMENT:

RATING (Please circle the appropriate point of the scale.)

	POOR				EXCELLENT
1. CONDUCT AND COURTESY	1	2	3	4	5
2. PERSONAL GROOMING	1	2	3	4	5
3. PUNCTUALITY	1	2	3	4	5
4. WILLINGNESS TO LEARN	1	2	3	4	5
5. INITIATIVE SHOWN	1	2	3	4	5
6. ABILITY TO FOLLOW DIRECTIONS	1	2	3	4	5
7. ABILITY TO COOPERATE WITH OTHER WORKERS	1	2	3	4	5
8. QUALITY OF WORK (according to workplace standards)	1	2	3	4	5
9. APTITUDE FOR THIS KIND OF WORK	1	2	3	4	5

COMMENTS REGARDING THE STUDENT:

SIGNED: _____ POSITION: _____

NAME: (Please print) _____ DATE: _____

Also funded by the Board of Vocational Education & Training. Supported by Fairfield City Council.

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SUPERVISOR'S REPORT ON INDUSTRY SPECIFIC COMPETENCIES

While on workplacement, students are required to complete tasks that are related to competencies from the Retail national training package. Tasks should involve:

- I. instruction and demonstration given by the supervisor
- II. various opportunities to practise and satisfactorily complete set tasks

Please initial the appropriate column to indicate the tasks completed by the student on this placement.

Worksite Induction/Orientation	Completed
Pre-placement phone call or interview successfully completed.	
Workplace tour and instructions completed (introduction to staff, location of facilities, OHS and other employee responsibilities, etc.)	

Tasks Completed:

Apply point of sale handling procedures	Satisfactory	Not yet satisfactory	N/A
Operate point of sale equipment			
Use numbers in the workplace			
Perform point of sale transactions			
Complete sales			
Wrap and pack goods			

Interact with customers	Satisfactory	Not yet satisfactory	N/A
Deliver service to customers			
Respond to customer complaints			
Receive and process sales orders			
Identify customers special requirements			

Organise & maintain work areas	Satisfactory	Not yet satisfactory	N/A
Organise work area			
Clean work area			

Communicate in the workplace	Satisfactory	Not yet satisfactory	N/A
Establish contact with customers			
Process information			
Communicate with customers and colleagues from diverse backgrounds			
Work in a team			
Read and interpret retail documents			

Operate Retail Technology

	Satisfactory	Not yet satisfactory	N/A
Maintain retail equipment			
Apply keyboard skills			
Operate data entry equipment			

Work effectively in a retail environment

	Satisfactory	Not yet satisfactory	N/A
Act responsibly			
Act in a non-discriminatory manner			
Develop retail industry knowledge			
Maintain personal presentation			
Follow routine instructions			

Perform stock control procedures

	Satisfactory	Not yet satisfactory	N/A
Receive and process incoming goods			
Rotate stock			

Apply safe working practices

	Satisfactory	Not yet satisfactory	N/A
Observe basic safety procedures			
Observe emergency procedures			

Minimise Theft

	Satisfactory	Not yet satisfactory	N/A
Apply routine store security			
Minimise theft			

Merchandise Products

	Satisfactory	Not yet satisfactory	N/A
Place and arrange merchandise			
Prepare display labels/tickets			
Place, arrange and display price labels and tickets			
Maintain displays			
Protect merchandise			

Sell products and services

	Satisfactory	Not yet satisfactory	N/A
Apply product knowledge			
Approach customer / gather information			
Sell benefits / overcome objections			
Close sale			
Maximise sales opportunities			

Advise on products and services

	Satisfactory	Not yet satisfactory	N/A
Develop product and service knowledge			
Recommend specialised products or services			

Balance point-of-sale terminal

	Satisfactory	Not yet satisfactory	N/A
Remove takings from register/terminal			
Reconcile takings			

Perform retail finance duties

	Satisfactory	Not yet satisfactory	N/A
Process petty cash transactions			
Prepare banking documents			
Process non-cash transactions			
Reconcile invoices for payment to creditors			
Prepare invoices for debtors			

SIGNED: _____ POSITION: _____

NAME: (Please print) _____ DATE: _____