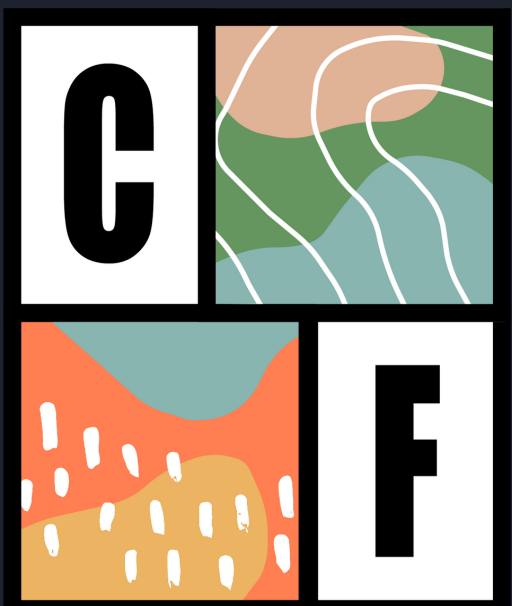




Our Experiences

of Working in Retail



Remy

Worked at:

Lush



What was your favourite thing about working in retail?

I enjoyed brightening customers days and helping them find that perfect something. I also liked working in a very accepting and ethically driven environment that shared similar values to my own personal ethics.

What were some of your typical duties?

I had lots of different responsibilities: primarily my job was on the shop floor by helping customers, demonstrating products, and keeping the shop tidy and organised. Sometimes I would also help with stocking products, working on the tills and learning about key ingredients in products and their benefits to best tailor a product to individual customers.

What skills have you gained from working in retail?

- **Communication skills:** greeting customers and establishing their needs
- **Thinking on my feet and problem solving:** recommending products based on small conversations with customers and overcoming issues such as allergies.
- **Patience:** explaining products and dealing with difficult customers. Working under pressure and multi tasking - learning to prioritise when the shop floor was busy and lots of things needed doing.

Kat

Worked at:

Oasis Fashion



What was your favourite thing about working in retail?

I really enjoyed working in a team and being able to help customers with picking outfits for certain occasions. I didn't think I was much of a stylist to begin with, but as time went on, I was able to suggest outfits in certain shapes or colours to suit the customer. Another thing I really enjoyed was that I had to wear the clothes as part of my uniform, so I was able to buy outfits with up to 75% off the price!

What were some of your typical duties?

A lot of my role was focused around customers, so talking to them, helping them to the fitting room and processing orders through the till or online. The shop floor was rotated regularly to showcase certain packages, so I did some visual merchandising where I would organise how items were displayed and dress display mannequins. I also dealt with stock deliveries which would involve hanging, steaming and organising clothes in the stock room. The store also had an Instagram page, so I would help with photos and captions to show what we were up to in store. When we had promotions on, I would also hand out vouchers or flyers on the high street.

Kat

Worked at:

Oasis Fashion



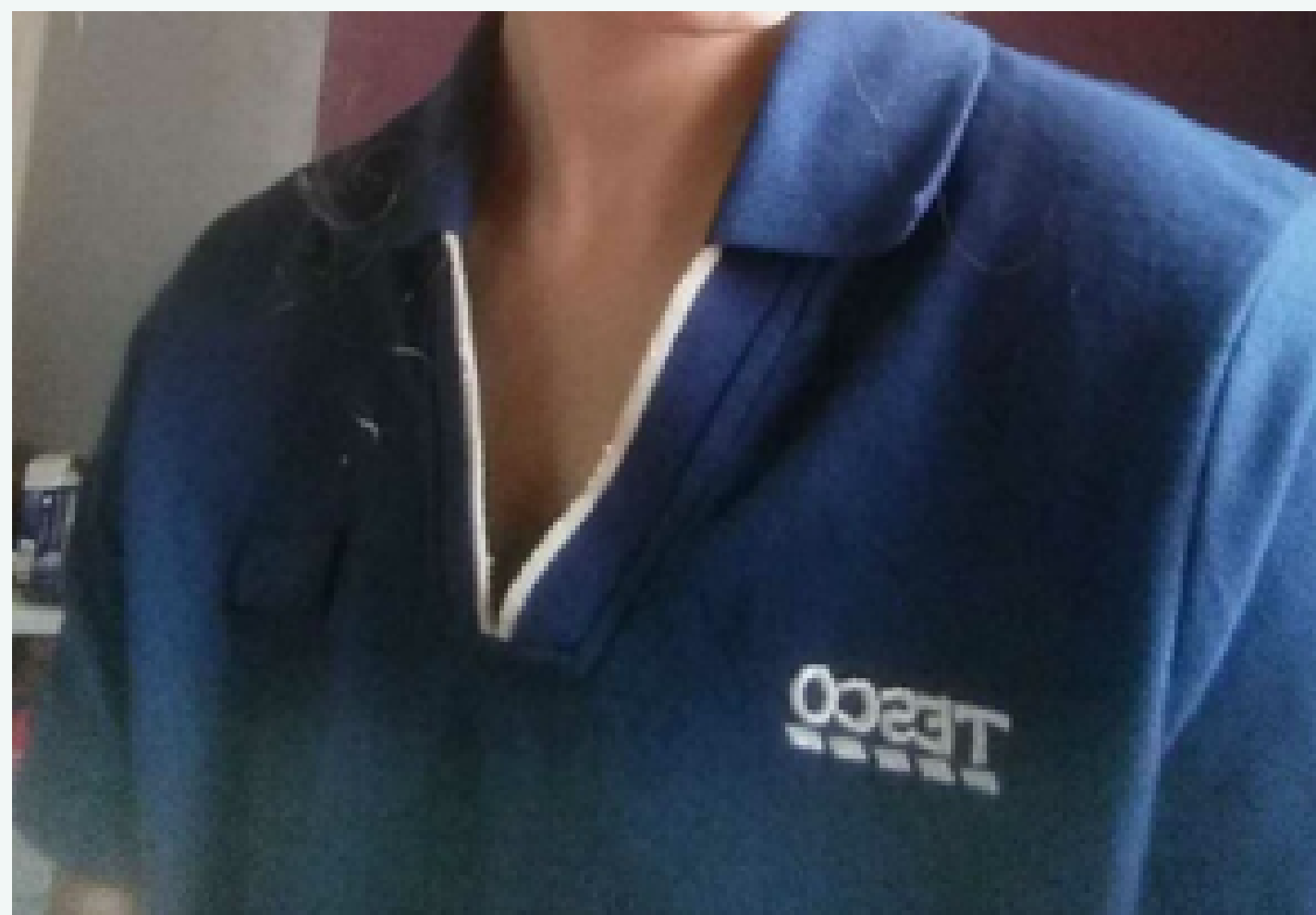
What skills have you gained from working in retail?

- I gained a lot of **confidence** in my role, as I had to talk to customers in a bid to help them with their purchases and drive sales.
- I also became confident in using the phone, speaking to customers or other stores to process inter-branch orders.
- **Customer service** was an important part of the job, so I was able to build on my patience and **communication skills**.
- Because everyday was different, I needed to use **problem-solving** to help resolve customer issues and plan the layout of the store.
- There were lots of jobs to do on the floor (such as displaying the clothes in nice way, dressing mannequins and restocking when needed), but the customer comes first, so I learnt how to prioritise my tasks and work well under pressure (particularly when the shop was busy!).

Casey

Worked at:

TESCO



What was your favourite thing about working in retail?

My colleagues. We had a lovely team when I worked at Tesco and all my fellow teammates were so friendly and helpful. They definitely made the bright and early starts worth it!

What were some of your typical duties?

I worked in the click and collect department. This meant that I went around the store with my trolleys and collected all the items for customers' online orders. I also assisted on the shop floor and would help customers that needed any assistance with finding specific isles or items.

What skills have you gained from working in retail?

- **Teams working skills:** As a team we would frequently help each other out with finishing tricky orders or finding difficult products
- **Multi-tasking:** Learning how to prioritise certain tasks that were more important than others
- **Communication:** Learning how to deal with the odd unhappy customer and how to work with them to come to a desired solution.

Liv

Worked at:
McDonalds



What was your favourite thing about working in retail?

My favourite thing about this job was how hands on it was. A 9-hour shift would FLY by and you were never stood around twiddling your thumbs! I was really lucky to work with some incredible staff and I really enjoyed the customer-facing aspect, I'm a people person and it was nice to chat to people whilst taking their orders, especially the regulars!

What were some of your typical duties?

There were lots of different workstations in McDonalds. The only thing I never did was work in the main kitchen! If I was on tills my job was to take orders and (if we weren't too busy) I'd prepare those orders too! If it got really busy you may be fixed into one station like preparing fries for example! One of my favourite duties was to be on the drive thru windows - spoiler alert... we can see you when you are speaking to the machine from your car!

What skills have you gained from working in retail?

- **Communication skills:** This was a customer-facing role. Not only did I take orders on the tills and in drive thru but it was also my job to give the orders out and ensure everything was ok with the meals. Like any job in retail, I also had to deal with upset customers and complaints. Learning to handle situations such as this is an excellent transferable skill and something I still include in my CV and job applications today.

Liv

Worked at:
McDonalds



What skills have you gained from working in retail?

- **Working under pressure:** Working in fast food is what it says on the tin... FAST. I learned to work extremely quickly in this role to meet the needs of customers. I would often have to multitask and stick to a time frame. If we took more than 3 minutes to get an order out that was seen as a BIG fail!
- **Working as part of a team:** When working in this role I learned the valuable skill of working as part of a team. You don't choose your colleagues; you are all put together and expected to work alongside each other to achieve a shared goal. This provides great skills including: patience, group work and even elements of management. I was very lucky to work with a great bunch of people but that may not be the case in every job you go into so these were valuable skills to learn!!

I really enjoyed my part time work in McDonalds and I had lots of friends that enjoyed it so much they worked their way up in the industry! There are lots of stages to work through and lots of training and courses are offered to you. If progressing in a career is something you'd like to do, I would definitely recommend looking into it, I had a lot of fun working there and it was clear that the management team did too!

Sophie

Worked at:

Petrol Station



What was your favourite thing about working in retail?

I really enjoyed talking to customers and the people I worked with. You begin to build rapport with regulars and it makes you look forward to seeing them when you have a shift. I also liked the flexibility of my work and that I could pick and choose the shifts I wanted to work.

What were some of your typical duties?

Initially, I was tasked with the shop floor duties such as; cleaning: date checking, dealing with orders and serving on the till when it got busy. As time went on and I gained confidence, I had shifts where I was on the main till. This required me to manage the forecourt and ensure that the rules were being followed. I also had to keep watch on the CCTV in case we had any shop-lifters. I would also be in charge of the money and ensuring there was enough money in the float for the shift.

What skills have you gained from working in retail?

- **Communication skills:** greeting customers and working with a variety of people
- **Thinking on my feet and problem solving:** if there was a problem, deciding on how to deal with it as efficiently and quickly as possible
- **Confidence:** having to deal with complaints or aggressive customers
- **Time management:** ensuring I turned up to my shifts on time and ensuring that all the jobs that needed doing were completed