



# PASSPORT TO RETAIL

UNIT 1: CUSTOMER SERVICE

ELEMENT 2: KNOW YOUR STORE



CUSTOMER SERVICE

ELEMENT 2: KNOW YOUR STORE

D A : 3/4 SESSIONS

YEA

: KS3/4 OR 5

STUDENTS WILL:

- > D
- > &
- > D
- > A
- > 2



SKILLS USED FROM SKILLS BUILDER:

- > C

KEY WORDS:

- > C
- > N





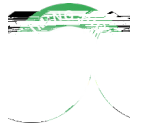
E 1:  
TYPES OF STORE LAYOUTS

AC ▾ E	EA	





# E 3: JOB DESCRIPTION EXPLORATION



AC	E	EA	EA C	E E A CE
A. D D				<p>&gt; <b>UN1E204</b> -</p>