

Unit	Element	Code	Resources Name	Comment
Unit 1 Customer Service	Element 1	UN1E100	Customer Service Lesson Plan	
		UN1E101	Greeting a customer flash card	
		UN1E102	Greeting a customer activity	
		UN1E103	Useful customer services/retail terms flash card	
		UN1E104	Comment Card Activity	
		UN1E105	Retail Job description	
	Element 2	UN1E200	Know Your Store Lesson Plan	
		UN1E201	4x retail store layout flash cards	
		UN1E202	Store layout activity	
		UN1E203	Example store information for activity	
		UN1E204	Job description	
	Element 3	UN1E300	Customer service desk lesson plan	
		UN1E301	Customer services vs Customer service desk flash card	
		UN1E302	Support found at a customer service desk flash card	
		UN1E303	Retail store sta ng structure	
		UN1E304	Retail job roles activity	
		UN1E305	Retail Manager Job description	
	Element 4	UN1E400	Site visit lesson plan	

Unit	Element	Code	Resources Name	Comment
Unit 2 Retailers and Their Products	Element 1	UN2E100	Types of Retailers and Products	
		UN2E101	Types of retailers flash card	
		UN2E102	Types of products flash card	
		UN2E103	Products activity	
		UN2E104	Supply chain flash card	
		UN2E105	Types of service flashcard	
		UN2E106	Job Description	
	Element 2	UN2E200	Safe storage and stocking lesson plan	
		UN2E201	Types of storage flash card	
		UN2E202	First in First Out Stock Rotation	
		UN2E203	FIFO checklist	
		UN2E204	How to store food properly	
		UN2E205	Refrigerator storage	
		UN2E206	New Stock Activity	
		UN2E207	Hazard v Risk flash card	
		UN2E208	Retail hazards	
		UN2E209	Slips, trips & falls	
		UN2E210	Man10 102 Man10 102	

Unit	Element	Code	Resources Name	Comment
Unit 3 Retail Payments	Element 3	UN3E300	Packing & more lesson plan	
		UN3E301		

