

Job Profile

Shop Assistant



Meet Charlie:

Charlie works as a Shop Assistant at a shop. She has shared with us what her job is like.



Responsibilities



At her job Charlie organises shelves, rotates old stock, serves customers on the till and phone, packs orders for delivery, makes window displays and keeps the shop looking clean.

Shop Assistant

Working hours



Charlie works 2 days a week at the shop. She has a break for lunch during each shift.

Earning a wage



Charlie gets paid a wage to work. She likes to save up the money she earns from working.

The Best Parts



Charlie's favourite task to do at work is packing the gift boxes and answering the phones because she likes making customers happy. Charlie's favourite thing about having a job is building her confidence at work and learning how to do new tasks.

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What to Expect



Charlie's shop is on a noisy street near an ambulance station, so there are lots of traffic sounds outside. Charlie has to be good at working with background noises and not getting distracted.

Job Skills



To do her job Charlie needs to:

- Turn up to work on time
- Act and dress appropriately for work
- Listen to instructions from her manager
- Answer questions from customers about products in the shop
- Be able to work in a noisy, busy environment
- Talk on the phone to customers
- Use attention to detail to keep the shop looking tidy
- Use creative skills to make displays and gift boxes look pretty