

SECTOR -RETAIL
JOB ROLE:STORE OPERATIONS ASSISTANT
QP CODE: Ref. Id. RAS/Q0104
CLASS -X

Note -
Total No of Topics - 22
Total No of Topics Deducted from four section - 5
% of (Total no of topics) = 24%
24% Reduction Of Sector as Follows - (Theory and Practicals need to drop out are highlighted in red color)

Sr. No	List Of Units	List of Practicals Aligned With Each Unit	Unit/Session to be reduced(Theory and Practical)	Remark(Reason for dropping or reduce)
UNIT 1:	Delivery of Goods			
SESSION 1	Describe various delivery procedures for delivery of items- Various delivery procedures for delivery of items	1. Select products to be delivered. 2. Use various delivery procedures for delivery of items. 3. Select the equipments and paperwork needed. 4. Prepare customer's addresses list for easily delivery of products.	1. Prepare customer's addresses list for easily delivery of goods	Due to restriction of time we found it is not so important for students
SESSION 2	State delivery process of departmental store / malls- Methods for packing, bagging and arranging for delivery in departmental stores & malls	1. Packing, labelling, marking and arranging products for delivery in departmental stores and malls		
SESSION 3	List various modes of transportation- 1. Common modes of retail transportation 2. Factors affecting modes of transportation	1. Ensure transportation of goods by proper methods		
SESSION 4	Identify objectives of loading and unloading- 1. Objectives of loading & unloading 2. Discuss the significance of loading & unloading	1. Ensure the loading and unloading of goods properly.	1. Discuss the significance of loading and unloading	Due to restriction of time we found it is not so important for students
SESSION 5	Analyze the problems associated with retail transport- 1. Types of problems faced during transportation in retail. 2. Solutions to overcome problems in retail transportation.	1. Analyze the various problems with retail transportation. 2. Overcome the problems in retail transport with suitable strategies		
SESSION 6	Follow the delivery procedures to customer addresses- 1. Process of home delivery. 2. Rejection of products. 3. Documents required while delivery the products.	1. Carry out the process of home delivery. 2. Complete the formalities while home delivery. 3. Maintain the records of delivery and rejected goods		
UNIT 2:	Retail Store Operations			
SESSION 1	Describe the retail store operations- 1. Fundamentals of retail operations. 2. Importance of retail operations	1. Chart out retail operations. 2. Practice the retail operations proper way	1. Importance of retail operations. 2. Chart out retail operations	Due to restriction of time we found it is not so important for students

SESSION 2	<p>List the types of retail outlets-</p> <ol style="list-style-type: none"> 1. Various types of retail outlets A. Store based retailing B. Chain retailers C. Leased departmental stores D. Non-store based retailing 	<ol style="list-style-type: none"> 1. Classify various types of retail outlets. 2. Visit to the various retail formats and observe the functions of each retail outlet prepare a report retail stores 3. Complete daily tasks and work routines. 		
SESSION 3	<p>Choose the ways to categorized retail-</p> <ol style="list-style-type: none"> 1. Retailers based on six factors A. Target market served B. Product offerings C. Pricing structure D. Promotional emphasis E. Distribution methods F. Service level 2. Retail category of ownership structure. 	<ol style="list-style-type: none"> 1. Classify the six factors based on marketing decision. 2. Practice six factors related with operational situation 	<ol style="list-style-type: none"> 1. Retail category of ownership structure. 2. Practice six factors related with operational situation 	Due to restriction of time we found it is not so important for students
SESSION 4	<p>Approach to the customer in a better way-</p> <ol style="list-style-type: none"> 1. Types of approaches 2. Common mistakes in approaching the customer 	<ol style="list-style-type: none"> 1. Approach the customers in different ways without mistakes 		
SESSION 5	<p>Close the sale and make payments as per age group of customers-</p> <ol style="list-style-type: none"> 1. Closing procedures for different age group customers 2. Billing systems as per age 	<ol style="list-style-type: none"> 1. Close the sales as per age group of customers 		
SESSION 6	<p>Identify the duties and responsibilities of store operations assistant-</p> <ol style="list-style-type: none"> 1. Meaning of store operations assistant 2. Duties and responsibilities of store operation assistant 3. Core competencies required for the store operation assistant 	<ol style="list-style-type: none"> 1. Carry out various duties and responsibilities of store operations assistant. 2. Follow the core competencies while doing the work 	<ol style="list-style-type: none"> 1. Core competencies required for the store operation assistant. 2. Follow the core competencies while doing the work 	Due to restriction of time we found it is not so important for students
UNIT 3	Health and Safety Practices			
SESSION 1	<p>hygienic conditions in retail store-</p> <ol style="list-style-type: none"> 1. Maintaining hygiene in retail store 2. Materials used for maintaining hygiene in retail store 3. Differentiate between health and hygiene 	<ol style="list-style-type: none"> 1. Demonstrate good practices for maintaining good health and hygienic conditions at retail store 	<ol style="list-style-type: none"> 1. Differentiate between health and hygiene 	Due to restriction of time we found it is not so important for students
SESSION 2	<p>List the potential hazards & safe practices to be adopted at retail store.-</p> <ol style="list-style-type: none"> 1. Potential hazards in store 2. Occupational health & safety 	<ol style="list-style-type: none"> 1. Use various safety accessories used in store. 2. Select equipment for common safety and health concerns and problems in given situation. 	<ol style="list-style-type: none"> 1. Occupational health and safety, Select equipment for common safety and health concerns and problems in given situation 	Due to restriction of time we found it is not so important for students
SESSION 3	<p>Extinguish the small fires with suitable equipment-</p> <ol style="list-style-type: none"> 1. Fire symbols used for safety purpose 2. Process of extinguish the fire 	<ol style="list-style-type: none"> 1. Select suitable equipment and accessories to extinguish fire. 2. Demonstrate the process of using fire extinguisher 		

SESSION 4	<p>Practice safety measures and tips to control injuries, violence, harassment, shoplifting and robbery-</p> <p>1. Common health and safety concerns in retail store 2. Violence, shoplifting and robbery at workplace and measures to prevent them</p>	1. Select preventive measures to avoid harassment, violence, shoplifting and robbery		
SESSION 5	<p>Describe process of handling money equipment, machines, irate customers and shrinkage-</p> <p>1. Ways to handling of money 2. Manage and deal irate customers and shrinkage</p>	<p>1. Demonstrate the safe handling of money. 2. Deal with irate customers carefully. 3. Reduce shrinkage in various situations</p>	1. Manage and deal irate customers and shrinkage & deal with irate customers carefully	Due to restriction of time we found it is not so important for students
SESSION 6	<p>Describe the precautions followed while travelling and using tools and equipment-</p> <p>1. Precautions to be taken while travelling to and from workplace 2. Precautions adopted for power tools and equipments 3. Significance of safety in gas stations, petrol pumps, working alone, forklifts and pallet jacks</p>	<p>1. Follow precautions while driving or taking a bus. 2. Demonstrate how safely handle knives, box cutters, other sharps, power tools and equipments in retail food stalls. 3. Take precautions while work with gas stations, petrol pumps, working alone, using forklifts and pallet jacks</p>	<p>1. Precautions adopted for power tools and equipments. 2. Significance of safety in gas stations, petro pumps, working alone, forklifts and pallet jacks. 3. Take precautions while work with gas stations, petrol pumps, work alone, using forklifts and pallet jacks</p>	Due to restriction of time we found it is not so important for students
UNIT 4	Work in Team & Organisation			
SESSION 1	<p>Support the team work-</p> <p>1. Meaning and importance of team work 2. Value system of the organization 3. Job prospects in retail cashier and retail sector remuneration</p>	1. Demonstrate the example of team, 2. Prepare a chart on career prospects in retailing	1. Value system of the organization	Due to restriction of time we found it is not so important for students
SESSION 2	<p>Describe the employees rights and responsibilities-</p> <p>1. Rights of employees 2. Responsibilities of employees.</p>	1. Demonstrate the employee rights through role play in a given situation. 2. Make a chart of responsibilities of employees		
SESSION 3	<p>Choose team aims and targets-</p> <p>1. Concept of work in a team 2. Importance of teams to achieve targets in retailing 3. Sources of setting goals 4. Maintain team morale 5. Tools and techniques available to set team performance targets and how to work as a team</p>	<p>1. Select the team to achieve target. 2. Visit a retail store to get the sources of setting goals</p>	<p>1. Tools and techniques available to set team performance targets and how to work as a team. 2. Visit a retail store to get the sources of setting goals</p>	Due to restriction of time we found it is not so important for students
SESSION 4	<p>Develop effective work habits-</p> <p>1. Skills required for achieving goals 2. Goals for checking progress, asking feedback, responding positively and adjusting plans 3. Handle the risks in learning on the job of trainee associate</p>	<p>1. Prepare a chart on skills required for achieving goals. 2. Demonstrate the handling of risk by trainee associate</p>	<p>1. Handling the risks in learning on the job of trainee associate. 2. Demonstrate the handling of risk by trainee associate</p>	Due to restriction of time we found it is not so important for students