

**RETAIL SUPERVISOR**

**Aligned with Curriculum 522201000 (Qual 99573)**

**WORKPLACE EXPERIENCE LOG**

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| **Company** |  |
| **Learner name & surname** |  |
| **Learner ID number** |  |
| **Learner signature** |  |
| **Line manager name & surname** |  |

**Retail supervisor**

**Curriculum 522201000**

**Workplace experience**

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| 1 Occupational profile |

## 1.1 Purpose of this part qualification

The purpose of this qualification is to equip a learner with knowledge and skills to operate as a Retail Supervisor.

A qualified learner will be able to:

* Supervise retail and wholesale staff.
* Supervise the implementation and maintenance of retail or wholesale operations.
* Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty.

## 1.2 Occupational task details

**1.2.1 Supervise retail and wholesale staff (NQF Level 4)**

**Unique Product or Service:**

Productive wholesale and retail staff in various categories of the wholesale and retail environment

**Occupational Responsibilities:**

* supervise retail and wholesale staff
* monitor and control the work performance of a team

**Occupational Contexts:**

Process and procedures for supervising wholesale and retail staff

**1.2.2 Supervise the implementation and maintenance of retail or wholesale operations (NQF Level 4)**

**Unique Product or Service:**

Maintained operational standards in various wholesale and retail areas

**Occupational Responsibilities:**

Supervise operations

**Occupational Contexts:**

Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet

**1.2.3 Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty (NQF Level 4)**

**Unique Product or Service:**

Satisfied internal and external wholesale and retail customers

**Occupational Responsibilities:**

* Supervise service to internal and external retail and wholesale customers
* Resolve queries and complaints from internal and external retail and wholesale customers

**Occupational Contexts:**

Process and procedures for enhancing customer service in a wholesale or retail outlet

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| 2 Purpose of the workplace experience modules |

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to supervising the work performance of a team. The Learner will be required to successfully complete each Work Experience module for at least 4 weeks under supervision before operating for 4 weeks independently. The three Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-01-WE01: Communicate at required levels
* WM-01-WE02: Plan and hold planning meetings
* WM-01-WE03: Follow up and take action
* WM-01-WE04: Handle conflict
* WM-01-WE05: Induct a new staff member
* WM-01-WE06: Supervise on-the-job coaching and training

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| 3 List of workplace experience module specifications |

* 522201000-WM-01, Processes and procedures for supervising wholesale or retail staff, NQF Level 4, Credits 30
* 522201000-WM-02, Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, Credits 20
* 522201000-WM-03, Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, Credits 10

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| 4 Criteria for workplace approval |

## 4.1 Physical Requirements:

* Operational business.
* A team of at least 2 people under the leadership of the learner
* Should a workplace not have all the necessary physical requirements they are allowed to enter into formal agreements with other workplaces that do have the required list of physical requirements in order to achieve accreditation

## 4.2 Human Resource Requirements:

Manager with at least 2 year experience of managing teams

## 4.3 Legal Requirements:

* Registered as a formal business
* Compliant with all relevant legal requirements for a wholesale or retail business

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| 5 Workplace experience |

## 5.1 522201000-WM-01 Processes and procedures for supervising wholesale or retail staff, NQF level 4, Credits 30

### 5.1.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to supervising the work performance of a team. The Learner will be required to successfully complete each Work Experience module for at least 4 weeks under supervision before operating for 4 weeks independently. Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-01-WE01: Communicate at required level
* WM-01-WE02: Plan and hold planning meetings
* WM-01-WE03: Follow up and take action
* WM-01-WE04: Handle conflict
* WM-01-WE05: Induct a new staff member
* WM-01-WE06: Supervise on-the-job coaching and training

### 5.1.2 Guidelines for Work Experiences

**5.1.2.1 WM-01-WE01: Communicate at required levels**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0101 Communicate with persons at a higher level verbally and in writing
* WA0102 Communicate with the members of the team
* WA0103 Communicate with other supervisors at the same level

***Supporting Evidence***

* SE0101 Witness testimony from the learner's manager confirming that the learner is able to communicate clearly both verbally and in writing using appropriate language when communicating at all required levels
* SE0102 Witness testimony from a member of the learners team stating the learner communicates clearly with the team
* SE0103 Witness testimony from other staff at the same level as the learner stating the learner communicates clearly and uses appropriate language

**5.1.2.2 WM-01-WE02: Plan and hold planning meetings**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0201 Plan daily and weekly tasks
* WA0202 Prepare an agenda for operational meetings to delegate work to the team
* WA0203 Hold operational planning meetings delegating work to the team
* WA0204 Motivate team members

***Supporting Evidence***

* SE0201 5 Task lists of all tasks prepared for 5 different days by the learner listing team members to complete them along with the time it should take to complete the tasks
* SE0202 5 agendas completed by the learner for 5 operational team meetings
* SE0203 Witness testimony from the learners supervisor stating the learner has fully prepared for the meetings, held the meetings according to organisational culture and delegated tasks and motivated the team to complete tasks to the required standards and on time

**5.1.2.3 WM-01-WE03: Follow up and take action**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0301 Follow up ensuring tasks are being completed as per the days plans
* WA0302 Follow up to ensure the work performance of the team is to standards
* WA0303 Adjust the days plans where required
* WA0304 Correct performance issues

***Supporting Evidence***

* SE0301 A report from the learner detailing what parts of the days plans were completed successfully and which were not successfully completed signed off by the learners supervisor
* SE0302 A report from the learner detailing which staff members completed their tasks to the required standards and which did not signed off by the learners supervisor
* SE0303 A report from the learner detailing how the days plans were adjusted to ensure all required tasks were completed on time signed off by the learners supervisor
* SE0304 A report from the learner detailing how unacceptable work performance was corrected signed off by the learners supervisor

**5.1.2.4 WM-01-WE04: Handle conflict**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0401 Handle conflict between self and a team member
* WA0402 Handle conflict between team members

***Supporting Evidence***

* SE0401 A report from the learner signed off by the learners supervisor detailing a conflict situation between the learner and a team member and how it was handled and resolved
* SE0402 A report from the learner signed off by the learners supervisor detailing a conflict situation between two team members and how it was handled and resolved.

**5.1.2.5 WM-01-WE05: Induct a new staff member**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0501 Plan for the induction of a new staff member
* WA0502 Induct a new staff member

***Supporting Evidence***

* SE0501 The plans for the induction of a new staff member detail all the administration required to be completed, the allocation of a buddy and lists the hand-out for the new staff member and topics to be discussed
* SE0502 Witness testimony from the new staff member detailing what took place as part of the induction and detailing all hand outs received

**5.1.2.6 WM-01-WE06: Supervise on-the-job coaching and training**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0601 Coach members of the team
* WA0602 Arrange training for a team member

***Supporting Evidence***

* SE0601 Witness testimony from a team member detailing the coaching provided by the learner and signed off by the learners supervisor
* SE0602 A report from the learner detailing the training arranged for a team member and how this training took place. Signed off by the learners supervisor
* SE0603 Witness testimony from a team member detailing the training arranged for him/her by the learner and how successful this training was

### 5.1.3 Contextualised Workplace Knowledge

1 Organisation policy and procedures for correcting staff

2 Organisational policies and procedures for motivating staff

3 Organisational policies and procedures for monitoring and evaluating staff performance

4 Organisational policies and procedures for planning and delegating

5 Organisational policies and procedures for holding meetings with store teams

6 Organisational policies and procedures for following up and taking corrective action

7 Organisational policies and procedures for handling conflict

8 Organisational disciplinary procedures

9 Knowledge of the roles and responsibilities of staff reporting to the supervisor

10 Organisation's code of conduct and code of ethics

11 Organisational workplace standards

12 Organisational procedures for communicating standards of performance

13 Organisational procedures for monitoring and evaluating staff performance (daily, monthly)

14 Organisational procedures for giving feedback

15 Organisational procedures for bridging performance gaps

16 Organisational policy and procedures for staff scheduling

17 Organisational policy and procedures for compiling task lists and prioritising tasks

18 Organisational policy and procedures for conducting and recording in-store meetings

19 Organisational policy and procedures for handling conflict

20 Organisational policy and procedures for communicating at various levels

21 Organisation policy and procedures for the induction of staff

22 Organisational policies and procedures for training and coaching of staff

### 5.1.4 Criteria for Workplace Approval

***Physical Requirements:***

* Operational business.
* A team of at least 2 people under the leadership of the learner
* Should a workplace not have all the necessary physical requirements they are allowed to enter into formal agreements with other workplaces that do have the required list of physical requirements in order to achieve accreditation

***Human Resource Requirements:***

Manager with at least 2 years experience of managing teams

*Legal Requirements:*

* Registered as a formal business
* Compliant with all relevant legal requirements for a wholesale or retail business

### 5.1.5 Additional Assignments to be Assessed Externally

None

## 5.2 522201000-WM-02, Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, Credits 20

### 5.2.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to supervising the operations of a specific area of responsibility in a wholesale or retail outlet.

The Learner will be required to successfully complete each Work Experience module for at least 4 weeks under supervision before operating for 4 weeks independently .

The three Work Experience modules can be completed at the same time

The learner will be required to:

* WM-02-WE01: Supervise loss control
* WM-02-WE02: Supervise housekeeping
* WM-02-WE03: Supervise safe working procedures
* WM-02-WE04: Supervise area of responsibility

### 5.2.2 Guidelines for Work Experiences

**5.2.2.1 WM-02-WE01: Supervise loss control**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0101 Identify areas of potential loss in area of responsibility
* WA0102 Minimise the potential for loss

***Supporting Evidence***

* SE0101 A checklist detailing all areas of potential loss in the learners area of responsibility signed off by the learners supervisor
* SE0102 5 checklists completed by the learner evaluating loss prevention in the area of responsibility signed off by the learners supervisor
* SE0103 A report by the learner detailing action taken where loss prevention did not meet the required standards signed by the learners supervisor

**5.2.2.2 WM-02-WE02: Supervise housekeeping**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0201 Identify aspects of housekeeping to be supervised
* WA0202 Supervise the required standards of housekeeping

***Supporting Evidence***

* SE0201 A checklist detailing all aspects of housekeeping to be evaluated in the learners area of responsibility signed off by the learners supervisor
* SE0202 5 checklists completed by the learner evaluating standards of housekeeping in the area of responsibility signed off by the learners supervisor
* SE0203 A report by the learner detailing action taken where housekeeping standards did not meet the required standards signed by the learners supervisor

**5.2.2.3 WM-02-WE03: Supervise safe working procedures**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0301 Identify aspects of safety to be supervised
* WA0302 Supervise safety in the workplace

***Supporting Evidence***

* SE0301 A checklist detailing all aspects of safety to be evaluated in the learners area of responsibility signed off by the learners supervisor
* SE0302 5 checklists completed by the learner evaluating safety in the area of responsibility signed off by the learners supervisor
* SE0303 A report by the learner detailing action taken where safety standards did not meet the required standards signed by the learners supervisor

**5.2.2.4 WM-02-WE04: Supervise area of responsibility**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0401 Supervise work standards in the area of responsibility
* WA0402 Complete administration

***Supporting Evidence***

* SE0401 Witness testimony from the learner's supervisor confirming that the learner supervises standards of work to ensure organisational standards in the area of responsibility are maintained
* SE0402 A report from the learner listing administration to be completed in area of responsibility and detailing deadlines signed by the learners supervisor
* SE0403 Witness testimony from the learner's supervisor confirming that the learner completes all administration to organisational standards

### 5.2.3 Contextualised Workplace Knowledge

1 Organisation processes and procedures for supervising, implementing and maintaining retail or wholesale processes and procedures at the area of responsibility

2 Organisation processes and procedures for supervising loss control, housekeeping and safe working procedures at the area of responsibility

3 Organisation processes and procedures for the completion of retail and wholesale admin at the area of responsibility

4 Organisation processes and procedures for the preparation / compliance for auditing activities at the area of responsibility

5 Specific legislation impacting on area of responsibility

6 Organisation processes and procedures for the implementation of legislation impacting on area of responsibility

### 5.2.4 Criteria for Workplace Approval

***Physical Requirements:***

* Operational business.
* A team of at least 2 people under the leadership of the learner ,
* Should a workplace not have all the necessary physical requirements they are allowed to enter into formal agreements with other workplaces that do have the required list of physical requirements in order to achieve accreditation

***Human Resource Requirements:***

Manager with at least 2 year experience of managing teams

***Legal Requirements:***

* Registered as a formal business
* Compliant with all relevant legal requirements for a wholesale or retail business

### 5.2.5 Additional Assignments to be Assessed Externally

None

## 5.3 522201000-WM-03, Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, Credits 10

### 5.3.1 Purpose of the Work Experience Modules

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to enhancing service to both internal and external customers.

The Learner will be required to successfully complete each Work Experience module for at least 4 weeks under supervision before operating for 4 weeks independently.

The three Work Experience modules can be completed at the same time.

The learner will be required to:

* WM-03-WE01: Supervising service to internal customers
* WM-03-WE02: Supervising service to external customers

### 5.3.2 Guidelines for Work Experiences

**5.3.2.1 WM-03-WE01: Supervising service to internal customers**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0101 Identify aspects of service to internal customers to be supervised
* WA0102 Supervise service to internal customers

***Supporting Evidence***

* SE0101 A checklist detailing all aspects of service to internal customers (within the store) to be supervised, signed off by the learners supervisor
* SE0102 5 checklists completed by the learner evaluating service to internal customers signed by the learners supervisor
* SE0103 Witness testimony from 3 internal customers confirming the service received from the learners team meets expectations of the organisation

**5.3.2.2 WM-03-WE02: Supervising service to external customers**

***Scope of Work Experience***

The person will be expected to engage in the following work activities:

* WA0201 Identify aspects of service to external customers to be supervised
* WA0202 Supervise service to external customers
* WA0203 Resolve customer complaints

***Supporting Evidence***

* SE0201 A checklist detailing all aspects of service to external customers (external to the store) to be supervised signed off by the learner’s supervisor
* SE0202 5 checklists completed by the learner evaluating service to external customers signed by the learners supervisor
* SE0203 Witness testimony from 2 external customers confirming the service received from the learner's team meets expectations
* SE0204 Witness testimony from the learner's supervisor or manager detailing the learner's ability to resolve or escalate customer complaints according to the organisation's policies and procedures

### 5.3.3 Contextualised Workplace Knowledge

1 Internal and external customers applicable to area of responsibility

2 Standards of service for internal and external customers

3 Organisation processes and procedures for supervising service to internal and external customers applicable to area of responsibility

4 Organisations policy for resolving customer complaints

5 Organisations policy and procedures for escalating customer complaints

### 5.3.4 Criteria for Workplace Approval

***Physical Requirements:***

* Operational business.
* A team of at least 2 people under the leadership of the learner
* Should a workplace not have all the necessary physical requirements they are allowed to enter into formal agreements with other workplaces that do have the required list of physical requirements in order to achieve accreditation

***Human Resource Requirements:***

Manager with at least 2 year experience of managing teams

***Legal Requirements:***

* Registered as a formal business
* Compliant with all relevant legal requirements for a wholesale or retail business

### 5.3.5 Additional Assignments to be Assessed Externally

None

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| 6 Practical training log |

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| **Curriculum Number:** | 522101000 |
| **Curriculum Title:** | Retail Supervisor |

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| **LEARNER DETAILS** | |
| **Name:** |  |
| **ID Number:** |  |

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| **EMPLOYER DETAILS** | |
| **Company Name:** |  |
| **Address:** |  |
| **Supervisor Name:** |  |
| **Work Telephone:** |  |
| **E-Mail:** |  |

## 6.1 522201000-WM-01

**Processes and procedures for supervising wholesale or retail staff, NQF Level 4, Credits 30**

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| **WM-01-WE01** | **Communicate at required levels** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0101 | Communicate with persons at a higher level verbally and in writing |  |  |
| WA0102 | Communicate with the members of the team |  |  |
| WA0103 | Communicate with other supervisors at the same level |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0101 | Witness testimony from the learner's manager confirming that the learner is able to communicate clearly both verbally and in writing using appropriate language when communicating at all required levels |  |  |
| SE0102 | Witness testimony from a member of the learner’s team stating the learner communicates clearly with the team |  |  |
| SE0103 | Witness testimony from other staff at the same level as the learner stating the learner communicates clearly and uses appropriate language |  |  |
| **WM-01-WE02** | **Plan and hold planning meetings** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0201 | Plan daily and weekly tasks |  |  |
| WA0202 | Prepare an agenda for operational meetings to delegate work to the team |  |  |
| WA0203 | Hold operational planning meetings delegating work to the team |  |  |
| WA0204 | Motivate team members |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0201 | 5 Task lists of all tasks prepared for 5 different days by the learner listing team members to complete them along with the time it should take to complete the  tasks |  |  |
| SE0202 | 5 agendas completed by the learner for 5 operational team meetings |  |  |
| SE0203 | Witness testimony from the learners supervisor stating the learner has fully prepared for the meetings, held the meetings according to organisational culture and delegated tasks and motivated the team to complete tasks to the required standards and on time |  |  |
| **WM-01-WE03** | **Follow up and take action** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0301 | Follow up ensuring tasks are being completed as per the days plans |  |  |
| WA0302 | Follow up to ensure the work performance of the team is to standards |  |  |
| WA0303 | Adjust the days plans where required |  |  |
| WA0304 | Correct performance issues |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0301 | A report from the learner detailing what parts of the days plans were completed successfully and which were not successfully completed signed off by the learners supervisor |  |  |
| SE0302 | A report from the learner detailing which staff members completed their tasks to the required standards and which did not signed off by the learners supervisor |  |  |
| SE0303 | A report from the learner detailing how the days plans were adjusted to ensure all required tasks were completed on time signed off by the learners supervisor |  |  |
| SE0304 | A report from the learner detailing how unacceptable work performance was corrected signed off by the learners supervisor |  |  |
| **WM-01-WE04** | **Handle conflict** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0401 | Handle conflict between self and a team member |  |  |
| WA0402 | Handle conflict between team members |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0401 | A report from the learner signed off by the learners supervisor detailing a conflict situation between the learner and a team member and how it was handled and resolved |  |  |
| SE0402 | A report from the learner signed off by the learners supervisor detailing a conflict situation between two team members and how it was handled and resolved. |  |  |
| **WM-01-WE05** | **Induct a new staff member** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0501 | Plan for the induction of a new staff member |  |  |
| WA0502 | Induct a new staff member |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0501 | The plans for the induction of a new staff member detail all the administration required to be completed, the allocation of a buddy and lists the hand-out for the new staff member and topics to be discussed |  |  |
| SE0502 | Witness testimony from the new staff member detailing what took place as part of the induction and detailing all hand outs received |  |  |
| **WM-01-WE06** | **Supervise on-the-job coaching and training** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0601 | Coach members of the team |  |  |
| WA0602 | Arrange training for a team member |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0601 | Witness testimony from a team member detailing the coaching provided by the learner and signed off by the learners supervisor |  |  |
| SE0602 | A report from the learner detailing the training arranged for a team member and how this training took place. Signed off by the learners supervisor |  |  |
| SE0603 | Witness testimony from a team member detailing the training arranged for him/her by the learner and how successful this training was |  |  |
| **Contextualised Workplace Knowledge** | | **Date** | **Signature** |
| 1 | Organisation policy and procedures for correcting staff |  |  |
| 2 | Organisational policies and procedures for motivating staff |  |  |
| 3 | Organisational policies and procedures for monitoring and evaluating staff performance |  |  |
| 4 | Organisational policies and procedures for planning and delegating |  |  |
| 5 | Organisational policies and procedures for holding meetings with store teams |  |  |
| 6 | Organisational policies and procedures for following up and taking corrective action |  |  |
| 7 | Organisational policies and procedures for handling conflict |  |  |
| 8 | Organisational disciplinary procedures |  |  |
| 9 | Knowledge of the roles and responsibilities of staff reporting to the supervisor |  |  |
| 10 | Organisation's code of conduct and code of ethics |  |  |
| 11 | Organisational workplace standards |  |  |
| 12 | Organisational procedures for communicating standards of performance |  |  |
| 13 | Organisational procedures for monitoring and evaluating staff performance (daily, monthly) |  |  |
| 14 | Organisational procedures for giving feedback |  |  |
| 15 | Organisational procedures for bridging performance gaps |  |  |
| 16 | Organisational policy and procedures for staff scheduling |  |  |
| 17 | Organisational policy and procedures for compiling task lists and prioritising tasks |  |  |
| 18 | Organisational policy and procedures for conducting and recording in-store meetings |  |  |
| 19 | Organisational policy and procedures for handling conflict |  |  |
| 20 | Organisational policy and procedures for communicating at various levels |  |  |
| 21 | . Organisation policy and procedures for the induction of staff |  |  |
| 22 | Organisational policies and procedures for training and coaching of staff |  |  |

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| **Additional Assignments to be Assessed Externally** | | **Date** | **Signature** |
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## 6.2 522201000-WM-02

**Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet, NQF Level 4, Credits 20**

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| **WM-02-WE01** | **Supervise loss control** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0101 | Identify areas of potential loss in area of responsibility |  |  |
| WA0102 | Minimise the potential for loss |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0101 | A checklist detailing all areas of potential loss in the learners area of responsibility signed off by the learners supervisor |  |  |
| SE0102 | 5 checklists completed by the learner evaluating loss prevention in the area of responsibility signed off by the learners supervisor |  |  |
| SE0103 | A report by the learner detailing action taken where loss prevention did not meet the required standards signed by the learners supervisor |  |  |
| **WM-02-WE02** | **Supervise housekeeping** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0201 | Identify aspects of housekeeping to be supervised |  |  |
| WA0202 | Supervise the required standards of housekeeping |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0201 | A checklist detailing all aspects of housekeeping to be evaluated in the learners area of responsibility signed off by the learners supervisor |  |  |
| SE0202 | 5 checklists completed by the learner evaluating standards of housekeeping in the area of responsibility signed off by the learners supervisor |  |  |
| SE0203 | A report by the learner detailing action taken where housekeeping standards did not meet the required standards signed by the learners supervisor |  |  |
| **WM-02-WE03** | **Supervise safe working procedures** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0301 | Identify aspects of safety to be supervised |  |  |
| WA0302 | Supervise safety in the workplace |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0301 | A checklist detailing all aspects of safety to be evaluated in the learners area of responsibility signed off by the learners supervisor |  |  |
| SE0302 | 5 checklists completed by the learner evaluating safety in the area of responsibility signed off by the learners supervisor |  |  |
| SE0303 | A report by the learner detailing action taken where safety standards did not meet the required standards signed by the learners supervisor |  |  |
| **WM-02-WE04** | **Supervise area of responsibility** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0401 | Supervise work standards in the area of responsibility |  |  |
| WA0402 | Complete administration |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0401 | Witness testimony from the learner's supervisor confirming that the learner supervises standards of work to ensure organisational standards in the area of responsibility are maintained |  |  |
| SE0402 | A report from the learner listing administration to be completed in area of responsibility and detailing deadlines signed by the learners supervisor |  |  |
| SE0403 | Witness testimony from the learner's supervisor confirming that the learner completes all administration to organisational standards |  |  |
| **Contextualised Workplace Knowledge** | | **Date** | **Signature** |
| 1 | Organisation processes and procedures for supervising, implementing and maintaining retail or wholesale processes and procedures at the area of responsibility |  |  |
| 2 | Organisation processes and procedures for supervising loss control, housekeeping and safe working procedures at the area of responsibility |  |  |
| 3 | Organisation processes and procedures for the completion of retail and wholesale admin at the area of responsibility |  |  |
| 4 | Organisation processes and procedures for the preparation  / compliance for auditing activities at the area of responsibility |  |  |
| 5 | Specific legislation impacting on area of responsibility |  |  |
| 6 | Organisation processes and procedures for the implementation of legislation impacting on area of responsibility |  |  |

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| **Additional Assignments to be Assessed Externally** | | **Date** | **Signature** |
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## 6.3 522201000-WM-03

**Processes and procedures for enhancing customer service in a wholesale or retail outlet, NQF Level 4, Credits 10**

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| **WM-03-WE01** | **Supervising service to internal customers** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0101 | Identify aspects of service to internal customers to be supervised |  |  |
| WA0102 | Supervise service to internal customers |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0101 | A checklist detailing all aspects of service to internal customers (within the store) to be supervised, signed off by the learners supervisor |  |  |
| SE0102 | 5 checklists completed by the learner evaluating service to internal customers signed by the learners supervisor |  |  |
| SE0103 | Witness testimony from 3 internal customers confirming the service received from the learners team meets expectations of the organisation |  |  |
| **WM-03-WE02** | **Supervising service to external customers** | | |
| **Scope Work Experience** | | **Date** | **Signature** |
| WA0201 | Identify aspects of service to external customers to be supervised |  |  |
| WA0202 | Supervise service to external customers |  |  |
| WA0203 | Resolve customer complaints |  |  |
| **Supporting Evidence** | | **Date** | **Signature** |
| SE0201 | A checklist detailing all aspects of service to external customers (external to the store) to be supervised signed off by the learners supervisor |  |  |
| SE0202 | 5 checklists completed by the learner evaluating service to external customers signed by the learners supervisor |  |  |
| SE0203 | Witness testimony from 2 external customers confirming the service received from the learner's team meets expectations |  |  |
| SE0204 | Witness testimony from the learner's supervisor or manager detailing the learner's ability to resolve or escalate customer complaints according to the organisation's policies and procedures |  |  |
| **Contextualised Workplace Knowledge** | | **Date** | **Signature** |
| 1 | Internal and external customers applicable to area of responsibility |  |  |
| 2 | Standards of service for internal and external customers |  |  |
| 3 | Organisation processes and procedures for supervising service to internal and external customers applicable to area  of responsibility |  |  |
| 4 | Organisations policy for resolving customer complaints |  |  |
| 5 | Organisations policy and procedures for escalating customer complaints |  |  |

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| **Additional Assignments to be Assessed Externally** | | **Date** | **Signature** |
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