

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

Note -
Total No of Topics - 17
Total No of Topics Deducted from four section - 4
% 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:	Introduction to Retail			
SESSION 1	State basics of retailing- 1. Meaning of retailing 2. Function and essential requirements of retailers 3. Retailer's services to customers	1. Visit to a retail store for identify the various sections of the retail. 2. Observe the basic functions and requirements of retailers in the retail store.		
SESSION 2	Distinguish between organised and unorganised retailing- 1. Meaning of organised and unorganised retailing 2. Differences between organised and unorganised retailing	1. Identify the various organized retail formats from the given retail formats. 2. Identify the various un-organized retail formats from the given retail formats. 3. List the different formalities required for organized and unorganized retailing	1. List the different formalities required for organised and unorganised retailing	Not important for students
SESSION 3	Differentiate between store and non-store retailing- 1. Meaning of store and non-store retailing 2. Classification of store and non-store retailing	1. Identify the various store retailing from the given retail formats. 2. Identify the various non- store given retail formats. 3. List the different formalities required for store and non- store retailing	1. List the different formalities required for store and non-store	Due to restriction of time we found it is not so important for students

SESSION 4	Identify Indian and global retailers- 1. Meaning of Indian and global retailers 2. Major player of Indian and global retailers	1. Visit to Indian and Global retail formats write observations and prepare report.	1. Identify Indian and global retailers- A. Meaning of Indian and global retailers. B. Visit to Indian and Global retail formats write observations and prepare report.	Due to restriction of time we found it is not so important for students
UNIT 2:	Receiving and Storage of Goods			
SESSION 1	Classify types of retail goods- 1. Meaning of goods. 2. Types of consumer goods 3. Give example of consumer and durable goods	1. Chart out consumer goods from given goods. 2. Practice the retail operations	1. Give example of consumer and durable goods, 2. Practice the retail operations	Due to restriction of time we found it is not so important for students
SESSION 2	Select suitable procedure of receiving goods- 1. Describe the receiving procedure 2. Dispatching stock to stores 3. Refusal procedure of goods delivered 4. List out the various check points while receiving goods	1. Receive the goods in proper manner. 2. Demonstrate the goods receiving procedure. 3. Handle the dispatching procedure. 4. Role play on process of refusal of products. 5. Check the goods as per requirements while receiving the goods		
SESSION 3	Store the received goods in suitable places- 1. Meaning and need of storage of goods 2. Techniques of storage of goods 3. Precautions for storage of goods 4. Advantages of various storage techniques 5. Recording procedure of goods received	1. Arrange the goods in appropriate places. 2. Check the temperature as per the nature of goods. 3. Follow all administrative procedures while store the goods	1. Advantages of various storage techniques. 2. Check the temperature as per the nature of goods	Due to restriction of time we found it is not so important for students

SESSION 4	Demonstrate the process of goods handling- 1. Importance of goods handling 2. Precautions to be taken while handling goods	1. Handle the different types of goods with suitable equipments. 2. List steps in goods management process in a given situation		
SESSION 5	Operate material handling equipments- 1. Name the types of material handling equipments. 2. Factors affecting selection of equipments	1. Operate various types of material handling equipments. 2. Manage material handling services performed during retailing process.	1. Factors affecting selection of equipments. 2. Manage material handling services performed during retailing process	Due to restriction of time we found it is not so important for students
UNIT 3	Stock Levels in Storage			
SESSION 1	Identify stock level and maintain proper levels in retail store- stock level 2. Types of stock levels 3. Need for managing stock level in retail	1. Check the stock levels time to time. 2. Identify the un-sale stocks & find out expire date. 3. Maintain stock levels and prepare stock records.		
SESSION 2	List the documents required for stock handling- Documents for stock receiving 2. Procedure for checking stock levels 3. Reporting deviations	1. Prepare a list of documents required for stock handling. 2. Check the stock levels and report in proper way.	1. Reporting deviations	Due to restriction of time we found it is not so important for students

SESSION 3	Select appropriate storage space- 1. Concept of floor plan 2. Allocation of space 3. Types of space 4. Shortage storage space	1. Prepare the floor plan. 2. Allocate space. 3. Handle problems in shortage of space	1.Shortage storage space	Due to restriction of time we found it is not so important for students
SESSION 4	State various types of material handling equipment.- 1. Meaning of handling equipment 2. Factors affecting selection of equipments. 3. Types of handling equipment in retail store 4. Functions of the handling equipment in retail store	1. State the factors for designing the material handling system. 2. Operate various material handling equipments. 3. Handle material handling services performed during retailing process.	1. Functions of the handling equipment in retail store. 2.Handle material handling services performed during retail process	Due to restriction of time we found it is not so important for students
UNIT 4	Customer Service			
SESSION 1	Explain customer needs and customer service- 1. Meaning of consumer and customer 2. Basic needs of the customer at retail outlet 3. Customer service concepts 4. Role of customer service in retail 5. Elements of customer services 6. Advantages of customer service	1. Differentiate between consumer and customer with case study. 2. Perform customer service at retail store as per customer need. 3. Role play on customer service given by trainee associate in a given situation.		
SESSION 2	Describe effective customer service- 1. Effective customer servicecustomers rapport 2. Dealing effectively with customer at retail outlet 3. Effective ways to build	1. Estimate customer behaviour. 2. Convince the customers with good presentation skills	1.Dealing effectively with customer at retail outlet. 2. Estimate customer behaviour,	Due to restriction of time we found it is not so important for students

SESSION 3	Demonstrate the organization standards by appearance and behaviour- 1. Standard set for staff appearance 2. Precautions taken by male and female staff 3. Staff behaviour in organization a. Dealing with the customer b. Dealing with the superior c. Dealing with the colleague	1. Draw on the chart standard of appearance. 2. Follow the precautions working in male staff and female staff. 3. Deal customers with effective techniques	1. Draw on the chart standard of appearance	Due to restriction of time we found it is not so important for students
SESSION 4	Identify and confirm customer expectations- 1. Meaning of customer expectation 2. Identify customer expectation 3. Customer expectation from retailer 4. Confirm customer expectation 5. Respond to customers	1. Recognize the customer expectation. 2. Respond to customer expectations and attending queries properly	1. Confirm customer expectations, 5. Respond to customers	Due to restriction of time we found it is not so important for students