

## Job Roles

Shop Assistants – their job would involve restocking shelves, making sure they have enough stock to serve customers, and assist their queries around the store.

Section Manager - Arranges shop assistants, would be in charge of stock like what the departments need, they would also make sure their assigned department is running smoothly by handling any major problems.

Store Manager - control section manager and make sure the whole store runs smoothly, they'd be in charge of hiring and firing employees and finding ways to improve the stores and the money they make .

Warehouse Workers - be in charge of making sure stock is delivered at the right time and place.

Director - Controls all the stores, has to find ways to improve profits and improve stores.

## Marks & Spencer Job Description

The Job for working at Marks & Spencer would include serving and taking care of customers. An ideal worker would have to include a nice outgoing personality, high reliability, trustworthy and enthusiastic towards the work they have been given.

### Looking for shop assistant for Marks & Spencer.

Help needed for Christmas  
Holiday Rush.



Job entails re-stocking shelves  
and helping out and serving  
customers.

Looking for outgoing, reliable,  
trustworthy and enthusiastic  
worker who thinks they could  
meet the standards of Marks &  
Spencer's quality.

Benefits would include  
Christmas discount, and an  
extra bonus if working  
throughout Bank Holidays.

## Interviews

Q1. Have you ever had any other previous experiences working with customers?

No 0/5

Q2. If yes, how much?

Worked in a previous store helping out with customers queries. 5/5  
In close proximity with Customers but rarely but didn't speak to them and help them. 2/5

Q3. Would you describe yourself as outgoing?

Yes, I like to talk to people. 5/5  
I tend to keep to myself 0/5

Q4. Would you say you would be able recognise if a customer was having problems?

I will ask all customers if they need help 5/5  
I can usually register if a customer is having some kind of problem. 3/5  
No 0/5

Q5. If a higher member of staff asked for your help, how would you respond?

I will try my best to help. 5/5  
If I can't do it, I will ask another member of staff to fill in for me. 3/5  
I wont do it. 0/5

## Training

Induction training is bringing a new employee onto the working premises to meet current members of staff they would be working with, explaining the type of errand they would be running, and showing them around the work place.

On-the-job training takes place in a normal working situation, using the actual tools, equipment, documents or materials that pre-trained employees would use.

Of-the-Job training includes training away from the working premises so they can fully focus on the work at hand, and not be distracted by new surroundings and people.

Training the staff in an M&S store would be the best option and most reliable because it would be useful to get used to working in busy surroundings with the customers, also they could evaluate current employees doing their job around the store. They could be taught how to use the equipment and familiarize themselves with the location of the store and its certain departments.

Before opening times 1H Long	Opening time 45 Mins Long	During the day 3H Long	Meeting 2H30M Long	Closing time
Familiarize new trainees with their surrounding and show them important places. E.g toilets, fire exits, canteen, ect...	Pre-Preparations E.g Making sure everything/ Everyones in place in time for opening.	New Till Training	Marks & Spencer Rules and Regulations. Certain Standards.	Tending to the last customers / locking up. Re-stocking shelves in preparation for the next day.

### Trade Unions.

A trade union is an organisation of employees, which acts for protection and assistance and is often concerned with wages and working conditions, by representing the views and welfare of a group of workers. It benefits the members by giving them better security, improved working conditions, improved pay, helping with queries they may have with support and advice and many more.

NASUWT is representing Teachers and their rights. The services it offers include, Information on salary, pensions, the rights and responsibility of their position in their schools, the terms and conditions included in teaching, Health and safety and legal support if anything goes wrong.

Cost of a membership with The Teachers Union, can range from anything, whether you are or aren't including political funds, how many hours your work or however long you are willing to subscribe for.

Class of Membership		Subscription	Direct Debit		
			Monthly	Quarterly <sup>(1)</sup>	Annually <sup>(2)</sup>
Full	With Political Fund	£154.00	£12.82 <sup>(3)</sup>	£38.49 <sup>(5)</sup>	£154.00
	Without Political Fund	£153.30	£12.77 <sup>(4)</sup>	£38.32 <sup>(6)</sup>	£153.30
1st or 2nd year	With Political Fund	£77.00	£6.40 <sup>(7)</sup>	£19.24 <sup>(9)</sup>	£77.00
	Without Political Fund	£76.65	£6.38 <sup>(8)</sup>	£19.16 <sup>(10)</sup>	£76.65
Part time 50% (<60% hours) <sup>(14)</sup>	With Political Fund	£77.00	£6.40 <sup>(7)</sup>	£19.24 <sup>(9)</sup>	£77.00
	Without Political Fund	£76.65	£6.38 <sup>(8)</sup>	£19.16 <sup>(10)</sup>	£76.65
Part time 25%	With Political	£38.50	£3.20 <sup>(11)</sup>	£9.62 <sup>(13)</sup>	£38.50

(<30% hours) <sup>(15)</sup>	Fund				
	Without Political Fund	£38.32	£3.19 <sup>(12)</sup>	£9.58	£38.32
Associate		£21.00	n/a	n/a	£21.00
Career break		£21.00	n/a	n/a	£21.00
Retired		£21.00	n/a	n/a	£21.00

NASUWT is the UK's largest teachers union.

NASUWT membership is available to:

- Teachers in England, Northern Ireland, Scotland, Wales, the Channel Islands, the Isle of Man and in-service schools in Germany and Cyprus.
- Teachers in all sectors from early years to further education.
- Teachers employed in the maintained and independent sector.
- Headteachers and Deputy Headteachers.
- Students who are studying for a teaching qualification.
- Other persons whose contracts of employment require them to teach, lecture or instruct.