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| Unit of learning outcomes: | Unit 4: Providing service at the point of sale | |  |
| Qualification to be achieved: | Verkaufsberufe im Einzelhandel: Kaufmann/-frau im Einzelhandel, Verkäufer/-in, Drogist/-in, Buchhändler/-in, Musikfachhändler/-in (DE) Retail sector: Management assistants for retail services, Sales assistants, Chemists, Booksellers, Specialist retail assistant for the music branch (UK) | | |
| Area of work tasks: | | EQF-Level: 4 | DQR-Level: 4 |
| Additional unit of learning outcomes: yes <input type="checkbox"/> no <input type="checkbox"/> | | | |
| Description of the unit: Preparatory, current and closing work at the cash desk | | | |
| Knowledge | Skills | Competence | |
| He/ She knows: <ul style="list-style-type: none"> • the relevant rights, duties and responsibilities relating to the Sale of Goods Act • the payment process and rules of conduct at the point of sale • the different types of payment • the purpose of and how to proceed in checking and identifying counterfeit payments | He/ She is able to: <p>Guarantee that the point of sale is in full working order</p> <ul style="list-style-type: none"> • check if the cash register is fully operative, check availability of change and necessary equipment • guarantee cleanliness and tidiness • install the point of sale ergonomically <p>Communicate with customers</p> <ul style="list-style-type: none"> • address customers appropriately in the target language • communicate appropriately according to the situation like making customary small talk, answering customer questions politely | He/ She is able to: <ul style="list-style-type: none"> • install and take on the point of sale, work out different kinds of payments independently and responsibly. Cash up if applicable. • independently and responsibly recognize and resolve communication difficulties caused by cultural, linguistic and contextual factors | |

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| | <ul style="list-style-type: none">• apply the legal requirements as well as company policies and procedures for selling age-restricted products• offer additional services e.g. loyalty cards, additional offers, carrier bags, wrapping and packaging service, delivery service• point out general terms and conditions of business if necessary <p>Work out payments</p> <ul style="list-style-type: none">• carry out the payment process according to the instructions for cashiers• control goods and trolleys to prevent shoplifting• follow the colleague's advice when pricing problems occur• handle credit notes and refunds when customers exchange goods and complain <p>Manage means of payment</p> <ul style="list-style-type: none">• deal with cash and non-cash payment (debit cards, credit cards, loyalty cards, vouchers) in line with company procedures• check if means of payment are suspect• cash up, identify and determine reasons for cash discrepancies | |
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| | <ul style="list-style-type: none">• work in a team with colleagues of different cultures• support and assist colleagues under difficult working conditions• consider and justify his/her conduct in customer service• react flexibly to new situations | |
| <p>Additional information: The learning outcomes the learner achieved and demonstrated during the mobility phase are assessed with an evaluation sheet (observation form).</p> | | |
| <p>Developed by: Susanne Alda-Sperling und Christel-Ulrike Scholz, Hamburger Institut für Berufliche Bildung (HIBB)</p> | | |

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| Evaluation of the tasks mutually agreed on Unit 4: Providing service at the point of sale | | | |
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| Partial tasks: Please mark the parts of the fulfilled learning outcomes with the level reached. | <u>Level of competence</u> 0 = underperforming 1 = meeting expectations 2= high performing | | |
| A: Knowledge | | | |
| He/ She knows: | Student | Teacher | Company Represent ative |
| the relevant rights, duties and responsibilities relating to the Sale of Goods Act | | | |
| the payment process, and rules of conduct at the point of sale | | | |
| the different types of payment | | | |
| the purpose of and how to proceed in checking and identifying counterfeit payments | | | |

| Evaluation of the tasks mutually agreed on Unit 4: Providing service at the point of sale | | | |
|--|--|---------|----------------------------|
| Partial tasks: Please mark the parts of the fulfilled learning outcomes with the level reached. | <u>Level of competence</u> 0 = underperforming 1 = meeting expectations 2= high performing | | |
| B: Skills | | | |
| He/ She is able to: | Student | Teacher | Company Represent ative |
| Guarantee that the point of sale is in full working order | | | |
| check if the cash register is fully operative, check availability of change and necessary equipment | | | |
| guarantee cleanliness and tidiness | | | |
| install the point of sale ergonomically | | | |
| Communicate with customers | | | |
| address customers appropriately in the target language | | | |
| communicate appropriately according to the situation like making customary small talk, answering customer questions politely | | | |

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| apply the legal requirements as well as company policies and procedures for selling age-restricted products | | | |
| offer additional services e.g. loyalty cards, additional offers, carrier bags, wrapping and packaging service, delivery service | | | |
| point out general terms and conditions of business if necessary | | | |
| Work out payments | | | |
| carry out the payment process according to the instructions for cashiers | | | |
| control goods and trolleys to prevent shoplifting | | | |
| Follow the colleague's advice when pricing problems occur | | | |
| handle credit notes and refunds when customers exchange goods and complain | | | |
| Manage means of payment | | | |
| deal with cash and non-cash payment (debit cards, credit cards, loyalty cards, vouchers) in line with company procedures | | | |
| check if means of payment are suspect | | | |

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| cash up, identify and determine reasons for cash discrepancies | | | |
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| Evaluation of the tasks mutually agreed on Unit 4: Providing service at the point of sale | | | |
|--|---|---------|-------------------------|
| Partial tasks: Please mark the parts of the fulfilled learning outcomes with the level reached. | <u>Level of competence</u> 0 = underperforming 1 = meeting expectations 2= high performing | | |
| C: Competence | | | |
| He/ She is able to: | Student | Teacher | Company Represent ative |
| install and take on the point of sale, work out different kinds of payments independently and responsibly. Cash up if applicable. | | | |
| independently and responsibly recognize and resolve communication difficulties caused by cultural, linguistic and contextual factors | | | |

| C: Competence (continued): | | | | |
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| Please mark the following areas of competence with your initials when they are fulfilled. The fulfilment is not graded. <i>Please initial the following competences when they have been reached.</i> | | Student | Teacher | Company Representative |
| Social competence | independently supports colleagues accordingly and in order to relieve them | | | |
| Problem-solving competence | solves problems independently and business-oriented | | | |
| Communication competence/ Intercultural competence | conducts "small talk" professionally in the target language | | | |
| | uses technical jargon and gives specific information in the target language | | | |
| | reacts appropriately to regional accents | | | |
| | solves linguistically challenging situations | | | |
| | reacts appropriately to cultural differences | | | |
| Ability to work in a team | works in a team appropriately | | | |
| Independence | acquires specialized knowledge independently | | | |
| | considers and justifies his/her own action and behaviour | | | |
| Flexibility | reacts flexibly to new situations | | | |
| | harmonizes customer's and firm's interests according to the situation | | | |

Evaluation of the tasks mutually agreed on

Additional comments:

Name of the assessor:

Signature:

Place and date: