



# Guidelines for Shop

## **Level 1 – Getting the shop ready for the day, setting out products**

### Clean the Shop

- Wipe the counters
- Dry wipe
- Wet wipe
- Sweep the shop

### Do the Display

- Identify the product (category wise)
- Arrange product in correct shelf- Bakery, eatery, Paper plates, Paper bags, Handicrafts etc.
- Put up the menu card
- Put up the sample boxes
- Arrange handicrafts display

## **Level 2 – Basic exchange of greeting with customers and asking the customer to write down information**

- Greets the customer (teach the concept of smile)
- Shows the menu
- Give the customer book and ask to write name and number

## **Level 3 – Interaction with customers, what do you want**

- Greets the customer
- Shows the menu
- Talks about the products
- Gives the product under supervision
- Give the customer book and ask to write name and number
- Says thank you to customer

## **Level 4 – Interacting with the customer and taking an order**

- Greets the customer
- Shows the menu
- What would you like to buy? (Verbal Group)
- What would you like to buy? Use sign language with the picture (Non-verbal Group)
- Customer will mark the chosen product with stickers
- Handing Product to Customer
- Student should ask for help from co-worker when required
- Says thank you to customer

## **Level 5 – Calling shopkeeper to place an order**

- Dialing the phone number of the general store
- Is the (Name of the store)
- I am (name of the student) calling from Together Foundation, Poonam nagar
- I want delivery, can you deliver
- Please write down order (ready list of things along with quantity)
- How much is the total? (note down the amount)
- By when will you send
- Please send a bill
- Gives the center address

## **Level 6 – Identifying and handing over products with the appropriate packaging (Customer call)**

Customer- Hello, Is this Together Foundation?

Student – Yes Sir/Madam

Customer – What products do you have?

Student – Names the products

Customer – Are they eggless?

Student – All our products are eggless

Customer – Where is your shop ?

Student – Gives the address

Customer – Which cookies do you have?

Student – Lists the name of the cookies

Customer – What is the cost of the cookies?

Student – Looks at the menu and reads out the price

Customer – How will you pack these cookies?

Student – Explains packaging (with help if required)

Customer – Asks the total?

Student – Calculates with the help of calculator under supervision

Customer – When can I collect?

Student – Confirms order, takes help from co-worker and gives time.

Customer – How do I make a payment?

Student – Online and cash

## **Level 7 – Handling money and giving the required change**

- Identify currency.
- Arranging money in the box.
- Match currency.
- Simple transaction without change.
- Transaction with change.
- Cost of each item.
- Calculating total amount of product on calculator.
- Calculate the change and return the amount.

## **Level 8 – Participating in sales and exhibitions**

- Getting ready for a sale – Making sale file.
- Putting all the materials required for sale (cash box, sale file, stationery, banner, packaging materials)
- Arranging the table for displaying the products and packaging.
- Arranging product.
- Talking to customers about the products.

