



The Australian retail food sector is highly competitive. It offers excellent career progression opportunities for people with the right skills.

To progress in the retail industry employees must learn to engage and sell to the customer, build relationships and work in a team. It is essential that employees have the skills to monitor a food safety program as they advise on food products and services and maintain safety.

This qualification is ideal for people who have developed basic skills and knowledge as retail sales people and are keen to develop the essential skills needed to take on extra responsibilities as a senior team member or a supervisor.

# Progressing in Retail

To achieve the

## SIR30216- Certificate III in Retail (Food specialty)

a total of thirteen (13) units must be completed.

- SIRXIND001 Work effectively in a service environment (C)
- SIRXCOM002 Work in a Team (C)
- SIRXIND003 Organise personal work requirements
- SIRXWHS002 Contribute to workplace health and safety (C)
- SIRXIND002 Organise and maintain the store environment
- SIRXRSK001 Identify and respond to security risks (C)
- SIRXMKT001 Support marketing and promotional activities
- SIRXCEG001 Engage the customer (C)
- SIRXCEG002 Assist with customer difficulties (C)
- SIRXPDK002 Advise on food products and services
- SIRXSL001 Sell to the retail customer (C)
- SIRXCEG003 Build customer relationships and loyalty (C)
- SIRRFSA001 Handle food safely in a retail environment

There are no entry requirements for this qualification.

*(C) Denotes core subjects*

*The above course outline is an example developed to meet industry standards.*



### A day in the life of.....

Jamie has been working in a busy retail food store for two years. Since starting her job, Jamie has learned how to look after stock and customers and how to work cooperatively in a team. More recently, Jamie has been promoted to a supervisory position in her store and enrolled in a Certificate III in Retail qualification.

Jamie has been learning the skills that go with working in a fast paced food environment. She has learnt how to effectively work in a service environment, building genuine and long lasting client loyalty. Her selling skills have expanded to the point she is now preparing for the next level of training in her retail career.

Jamie has learned so much about working in a business, including complying with food safety legislation, auditing the store for safety compliance and also assisting with customer difficulties and safety requirements. Jamie enjoys her dynamic role as a customer service representative helping others and thoroughly enjoying a stimulating fast paced environment.

