Skills analysis. What can be learnt on work experience?

Activity at work	*Skills for Life*	Personal and social skills	Vocational and employability skills
Welcoming customers	Using correct formal and informal language to suit the situation. Using matching body language. Using correct tone of voice.	Self confidence. Overcoming shyness. Social interaction. Using initiative.	Presenting a good image of yourself and the company. Understanding customer expectations.
Shadowing a post	Listen for and follow explanations and instructions. Ask questions to obtain information.	Working with others. Team spirit. Being observant. Asking questions. Listening to answers.	Understand the duties of the post holder. Understand their position in the team and who they report to.