## Step 4 of Gemma's Placement Learning Plan

| GOING TO WORK | | | |
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| **Step 4: My Placement Learning Plan** | | | |
| What I will I be doing | ***Skills for Life*** | **Personal and social skills** | **Vocational and employability skills** |
| | Week 1:Taking orders and swiping credit cards on the computer. | Week 1: Asking customers for information when doing credit card transactions. Dealing with product queries from customers. | Week 1: Work on stock replenishment using computer records and collecting CDs and records from the stores. |
| ***Who will be responsible for providing and monitoring the learning?*** | *Observing Shantanu in the first week but also hope to deal with some customers successfully in the first week.* | *Observe Shantanu dealing with the customers and asking for information from them.* | *Shadowing Toni for the first shift then helping her to replenish stock levels before doing a shift on replenishment myself on Friday.* |
| What I will be doing | Week 2: Working on the information desk providing product information for customers, taking orders and enabling customers to listen to sample music. | Week 2: Dealing with customer requests politely and confidently and being able to deal with customers with difficult requests. | Week 2: Getting to know the latest stock from different types of music and using the stock guide to find reviews of music.<br>Enabling customers to listen to sample music. |
| ***Who will be responsible for providing and monitoring the learning?*** | *Shadowing and getting information and feedback from Jude.* | *Observing Jude on the desk to see how she greets customers and looks up the information they need.* | *Have a working knowledge of latest releases and be able to programme the listening device so that customers can listen to the sample music they want.* |