

YISHUN SECONDARY SCHOOL

Subject & Code: Retail Operations A301

Level & Stream: Sec 4 NT

The Curriculum and Approaches to Learning		Key Programmes / Competitions
<p>Objectives of MOE-ITE AS</p> <ul style="list-style-type: none"> • To engage N(T) students in a learning mode that best suits their learning styles and needs; and • To provide N(T) students early exposure to possible post-secondary courses of study and future work opportunities <p>Retail Operations (RO) aims to equip students with the basic knowledge, skills and values relevant for employment in small, medium to large retail establishments. Students will have opportunities to practise retailing skills in simulated retail settings where a service-oriented mind-set, effective communication skills and teamwork - qualities valued by today's employers - would be developed. There will be strong emphasis on hands on learning and practical skills training, and developing professionalism as a retail service provider</p>		<ul style="list-style-type: none"> • Retail Owners at Yishun Secondary School Termly Lunchtime Concerts. • Participation at Ignite Skills Challenge 2019.
Term / Week	Learning Experiences (chapter, activity)	Learning Outcomes & Assessment
Term 1	<p>Handling Retail Operations</p> <ul style="list-style-type: none"> ○ Performing Cashier Duties <p>Selling Products and Services</p> <ul style="list-style-type: none"> ○ Maintain a Professional Image ○ Identify Customer's Needs ○ Selling Products and Services 	<ul style="list-style-type: none"> • Students to demonstrate understanding with regard to: <ul style="list-style-type: none"> (i) Wrapping and packing merchandise, (ii) Demonstrate knowledge of an electronic Point-of-Sale (POS) system, (iii) Perform POS Transaction, (iv) the importance to project a professional image, (v) Demonstrate safe working habits, Factors affecting customers' buying behaviour, and (vi) Importance of sales presentations and product demonstration. • Weighted Assessment (30 MCQ and Short Structured Questions) • Public Speaking and Oral Confidence
Term 2	<p>Selling Products and Services</p> <ul style="list-style-type: none"> ○ Selling Products and Services ○ Pitching Sales <p>Consolidation of skills for revision on Selling Products and Services</p> <p>Mid-Year Exams</p>	<ul style="list-style-type: none"> • Students to demonstrate understanding with regard to: <ul style="list-style-type: none"> (i) Importance of sales presentations and product demonstration. (ii) Demonstration key considerations when doing sales pitch (iii) Do conduct March Research of products • Public Speaking and Oral Confidence
Term 3	Interacting with Customers	<ul style="list-style-type: none"> • Students to demonstrate understanding with regard to:

	<ul style="list-style-type: none"> ○ Communicate effectively with customers ○ Providing Customer Service ○ Performing Service Recovery <p>Consolidation of skills for revision on (i) Interacting with Customers & (ii) Selling Products and Services</p> <p>Preliminary Examinations</p> <p>N Level Examinations for Practical Paper</p>	<ul style="list-style-type: none"> (I) Techniques for effective communication when providing customer service (II) Verbal and Non-Verbal Communication Techniques (III) Importance of Good Customer Service (IV) Proper Steps in Service recovering (V) Handling different type of customers <ul style="list-style-type: none"> • Public Speaking and Oral Confidence
Term 4	<p>Revision for N Level Theory Paper</p> <p>N Level Examinations for Theory Paper</p>	