



Retail

skills and qualities

This is a fast-moving industry as organizations try to respond to - and predict - customer demand and future trends. A volunteering position in retail can mean gaining valuable experience for future job prospects in retail industry to the simple joy of having helped someone make a good purchasing decision. Working in a charity shop means helping in raising funds for a good cause.

A volunteer can look to gain the following skills and qualities through these positions:

Generalist skills/qualities/requirements:

- Basic numeracy and language skills
- Prioritizing workload
- Working in a team
- Attention to detail

Specialist skills/qualities/requirements:

- Customer service (dealing with customers in a friendly and polite manner)
- Problem solving (dealing with customer's concerns tactfully)
- Commercial awareness
- Working under pressure
- Merchandising skills
- Knowledge of or willingness to learn to use cash register

Transferable skills/qualities:

- Taking initiative/self starter
- Responsible, reliable, trustworthy.
- Cultural awareness
- Team work
- Critical thinking
- Cash handling
- Staying calm under pressure
- Multitasking