



Work Experience

Work Experience is a great opportunity for young people. They get the opportunity to participate in the world of work and gain practical experience that will enable them to believe and prove that they can be valuable and productive members of the workforce.

For most young people, coming to work on placement will be a very new experience. Most of them have not yet been in employment and some, because of their family backgrounds and social circumstances, may not have had any insight into the world of work.

Work Experience Schedule

Day 1 AM	Introduction	<p>This is where we can get to know the young person and start building a relationship. understand their previous experience, talk about the expectations on each side, identify areas for development, establish the young person's goals and allow space for the young person to ask questions.</p> <p>An introduction to the organisation (including its history, products and services, culture and values), including how the company is structured, and to key people who the individual on work experience will have contact with.</p> <p>A tour of the company facilities, including work areas, where to get food from, where the nearest toilets are, first aid facilities and where the fire exits are situated, including evacuation procedures; this should also include health and safety information (this is a legal requirement)</p>
Day 1 PM	Reception	Sit with the receptionist and listen to customer calls and



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		how the receptionist deals with them
Day 2	Sales and General Enquiries	Sit with the Sales and General Enquiries Team and understand what requests come into the business.
Day 3	Store visit	Spend time with the Store Team Members. Understand what items are available and follow the process of products from delivery to the Customer.
Day 4	Marketing/ Finance/ Procurement	A day with Finance/ Procurement understanding the impact the department have on the Organisation
Day 5	Customer Service	Sit with the Customer Service Team listen to calls and hear what our customers have to say. Understand how our Customer Service Team deal with our customers.

Working Hours: 09:00 – 15:30

PASTORAL CARE AND SUPPORT

It is important that a young person on a work experience placement is supported in their (often first) experience of the working world. A young person, through naivety or lack of maturity, can fall foul of policies or standards of behaviour in the early days and it is vital that they have a support network in place to guide them through.

FEEDBACK

During the work experience, the young person will receive regular feedback and a summary at the end of the schedule.



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