

## Industry sector at a glance Retail

### About

Retail involves a business selling a product or service to customers online, within a store, or via direct sales or orders. Typical duties include:

Dealing  
with customer  
queries and  
complaints

Handling  
payments

Displaying  
products

Ordering  
stock

### Roles available

There are roles in the retail sector, here are just a few:



**Sales  
assistant**



**Customer experience  
manager**



**Retail  
merchandiser**



**Cashier**



**Buyer**




**Security**




## What it takes to work in retail

Here are some of the qualities required:



**Great customer service**



**Friendly and approachable**



**Following verbal and written instructions**



**Flexible approach to working hours**

## Did you know?

|   |   |
|---|---|
|  <p><b>Retail is the largest private sector employer and employs over 2.9 million people</b></p> |  <p><b>UK retail accounts for £394 billion turnover</b></p>      |
|  <p><b>The retail sector generates 5% of the UK GDP</b></p>                                      |  <p><b>Experience is not always needed to work in retail</b></p> |

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