



# Retail Certificate Workbook (City & Guilds/Macmillan Publishing for CAE)

*Graham Morris, Lesley Reveler*

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This workbook is suitable for anyone taking the Retail Certificate who is working in the industry or training to join. Covers all Foundation and most Option Units of NVQ Levels 1 and 2. Areas covered include customer contact, stock control, display, taking payments and safety, which are relevant to all sectors of the industry. The emphasis is on doing and gaining competence in a work environment. There is an accompanying photocopiable pack for tutors/trainers/supervisors, which contains guidance material and further suggestions for assignment and activity work.

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