

Curriculum Resource

Skills for Success in the Workplace: Retail & Food Services – Finding a Job

OALCF Alignment

Competency	Task Group	Level
Competency A -Find and Use Information	A1. Read continuous text	1
Competency B - Communicate Ideas and Information	B1. Interact with others	1
Choose an item.	Choose an item.	Choose an item.
Choose an item.	Choose an item.	Choose an item.

Goal Paths (check all that apply)

- Employment
- Apprenticeship
- Secondary School Credit
- Postsecondary
- Independence

Embedded Skills for Success (check all that apply)

- Adaptability
- Collaboration
- Communication
- Creativity and innovation
- Digital
- Numeracy
- Problem Solving
- Reading
- Writing

Notes: Part 1 of Series

Skills for Success in the Workplace: Retail

NOTE FOR PRACTITIONERS:

This series of **Skills for Success Curriculum Resources** can be used as a supplement to the [“Retail Curriculum package”](#) produced by Community Literacy of Ontario (CLO) in 2019. It is not an adaptation of that material but an addendum focusing on five newly identified Skills for Success competencies—**Problem Solving, Adaptability, Creativity & Innovation, Collaboration, and Communication**—as well as updates to the retail sector itself.

These resources are learner-based and activity-focused, moving the learner through on-the-job “scenarios” which they will have to respond to. In participating in the activities, the learner will gain an understanding of the workplace challenges that might require them to use a given competency and its associated strategies.

The series is divided into six sections that can be used separately or in tandem:

Skills for Success in the Workplace: Retail – **Finding a Job**

Skills for Success in the Workplace: Retail – **Problem Solving**

Skills for Success in the Workplace: Retail – **Adaptability**

Skills for Success in the Workplace: Retail – **Creativity & Innovation**

Skills for Success in the Workplace: Retail – **Collaboration**

Skills for Success in the Workplace: Retail – **Communication**

This is section one, Skills for Success in the Workplace: Retail – Finding a Job

SKILLS FOR SUCCESS IN THE WORKPLACE: RETAIL

Finding a Job

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1. What is a “Retail” Job?

A job in retail means:

- Selling products to customers, or
- Doing **other jobs** at a place that sells products to customers—a retail store.

This work is best for:

- People with good customer service skills.
- People who like to interact with others.
- People who like to try do different tasks.

2. What Sorts of Jobs are in Retail?

There are retail jobs at many types of stores and businesses. You could work at:

- A convenience store as a cashier
- A grocery store stocking shelves
- A Walmart as a greeter
- A hair salon scheduling appointments.
- A car dealership selling cars
- A Tim Hortons' drive-thru
- A restaurant as a dishwasher or server

3. What Skills and Habits Do You Need to Work in Retail?

To succeed in a retail job you need some key **skills**:

- Basic math skills.
- Basic digital skills
- Good customer service skills.
- Problem-solving skills.
- Adaptability.
- Time-management skills.
- Multitasking.
- Collaboration skills like teamwork.
- Creativity and innovation skills like trying tasks in new ways.
- Strong communication skills.

To succeed in a retail job you need also some key **habits**:

- Tidy appearance.
- Politeness.
- Being on time for work.



4. Finding a Retail Job

There are three main steps to finding a job:

Preparing – Doing the things you need to do to be ready.

Searching – Looking for a job you might want to do.

Applying – Submitting an application.

Preparing

The first step to finding a job is **preparing** any papers you might need to apply for a job. The most common paper you might need to prepare is:

- A resume.



What is a resume?

A resume is a document that tells your future boss information about you.

It will include:

- Your name
- Your City/Town
- Your phone number
- Your email address
- Skills that you have
- Where you went to school
- Past job and/or volunteer experience

Here is an example of a resume:

[Your Name]

[City, Postal Code] | [phone] | [email]

Objective

To find a retail job where I can use my many skills.

Skills

- Here you will list your skills.
- Don't be shy! **1**

Education

- Here you will write where you went to school. **2**

Experience

[Dates From] – [To]
[Job Title] | [Company Name] | [Location]

- Here you will list any jobs you may have had. **3**

1. You have more skills than you think.
 - Are you a hard worker?
 - Are you reliable?
 - Believe in yourself!
 - Don't be shy about listing your strengths.

2. List the high school you went to, even if you didn't finish.

3. List any jobs you have done, even if they are not in retail.

Resume Help

a. Writing a resume can be hard. But there are many **online resources** that will help you prepare your resume. Click the links below to go to these resources.

- Resume Help Video: [First Resume Video](#)
- How to Write a Good Resume: [Dos and Don'ts](#)
- Resume Writing Tool: [Start Your Own Resume](#)

b. You can also visit job centres in your community for help with your resume. Here is a link that will help you find **local job centres**:



- Employment Ontario Services: [Find Job Centres](#)
- c. You can also ask to speak to an **employment counsellor** to get help with getting a job. Click the link below to find help.

- Employment Ontario Services: [Find an Employment Counsellor](#)

d. You can **write** and **print** resumes at your local library!

Searching

When trying to find a job, it's important to know where to look. There are two main ways to look for a job:

- In-person
- Online

Looking for a Job In-Person

One way to find a job is to **go** to the place you want to work and **ask** if they are hiring. How do you do this?

- Be sure you have a tidy appearance.
- Bring your resume with you.
- If you don't have a resume, ask someone working there if they have an **application form**.



***An application form is a form where you will write the same information as on your resume.**

- Ask to speak to a manager.
- Ask the manager if the business is hiring.
- If so, hand over your resume or application form.

Looking for a Job Online

Today it is common for job searches to happen **online**.

- The advantage of looking for a job in person is that the boss will get to **meet** you.
- **This could help you to get hired.**
- The advantage of looking for a job online is that you will **see what businesses are hiring.**
- **Applying to places that are hiring will help you get hired.**

There are many websites that show you what businesses are hiring. These websites also allow you to search through many available jobs.

You will be able to search for jobs according to:

- What type of work it is.
- Where the job is located.
- How old the job posting is.

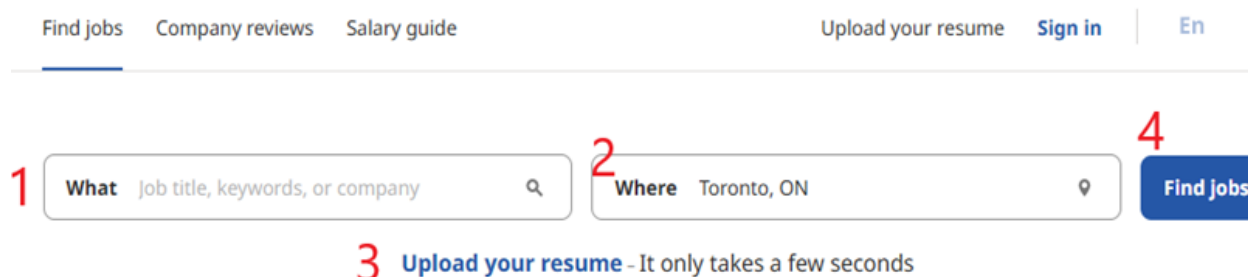


***A job posting means the listing for the job on the website.**

If the posting is old, it may mean the job is already filled by someone else. If the posting is new, you will have an advantage.

Here are some good job search websites:

- a. [Indeed](#) – one of the most popular job search websites:



It allows you to:

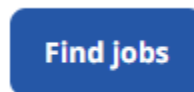
- 1. Type in the type of job you are looking for, like “dishwasher.”

- 2. Type in where you want to work.

- 3. “Upload” your resume, which means it will be ready when you apply to a job.

Upload your resume - It only takes a few seconds

- 4. When you are ready, click **Find jobs**.



- b. [Workopolis](#) – another popular job search website.

It has similar features, like **Job Type** and **Location**:

The screenshot shows the Workopolis search interface. On the left is the Workopolis logo, a green 'W' with a city skyline. To its right are two input fields: 'Keyword' with the placeholder text 'Job Title, Skill or Employer Name' and 'Location' with the text 'Barrie'. To the right of these fields is a green button labeled 'Find Jobs'. Below the 'Find Jobs' button is a link for 'Advanced Search'.

- c. [Government of Canada Job Bank](#)

This website list all available jobs across Canada.

The screenshot shows the Government of Canada Job Bank search interface. At the top left is the heading 'Your career starts here'. Below it is the text 'Search 122,554 job postings in Canada'. The search area has two main sections: 'WHAT:' with the example 'Administrative assistant' and 'WHERE:' with the text 'Location'. To the right of these are buttons for 'Advanced', 'Browse', and a search icon. The background of the search area features a photograph of two people in winter gear.

Most of these sites will have features to narrow your search, such as:

1. Choose more recently posted jobs.
2. Choose a pay range.
3. Choose a language.

The screenshot shows a job search filter interface. At the top is a search bar with 'What' and the text 'dishwasher'. To its right is a search icon. Below the search bar are several filter buttons: 'Date posted' (with a red '1' above it), 'within 25 kilometres' (with a red '2' above it), 'Salary estimate', 'Job type', 'Location', 'Company', and 'Job Language' (with a red '3' to its right).

When you have entered the information you want, click **Find Jobs**.

Dishwasher
 Marriott International, Inc 4.1 ★
 Toronto, ON

Full-time

- At our hotels these associates may work across departments (e.g., kitchen, food and beverage, laundry) to support cleaning needs.

Posted 9 days ago · More...

A list of jobs will appear.

This is what it looks like in Indeed.

Dishwasher
 The Federal
 Toronto, ON

\$17-\$19 an hour Permanent +1 8 hour shift

- Keep the **dishwasher** clean and in working order.
- Organize and put out recycling and waste.
- Maintain stock of chemicals and other dry goods.

Active 1 day ago · More...

Dishwasher
 Kasa Moto 3.6 ★

Click on a job and more information will appear on the right. It will tell you information like:

- The name of the business.
- How much the job **pays**.
- The shifts available.
- If the job is full time or part time.

Dishwasher
 The Federal
 Toronto, ON
 \$17-\$19 an hour - Part-time, Permanent

Job details

Salary
 \$17-\$19 an hour

Available shifts
 8 hour shift, Night shift

Applying

First Steps

- a. Read the **Job Description**.

The “job description” will tell you the details of the job. Read it over to be sure you can do it.

Full Job Description

Job Type: Regular/Permanent

Schedule: Morning, afternoons, evenings, nights

Position Summary...

To support the Store Manager in the management of store operations according to Company guidelines and lead

- b. Look to see if there are any **Qualifications** listed.

Qualifications

- Retail Management: 3 years (Required)
- Inventory management: 2 years (Required)
- Food safety: 2 years (Required)

The “qualifications” means the experience or education you must have to be hired for the job. Read it over to be sure you have the required experience.

If you are qualified for the job, it’s time to **apply!**

- c. Click the **Apply now** button.

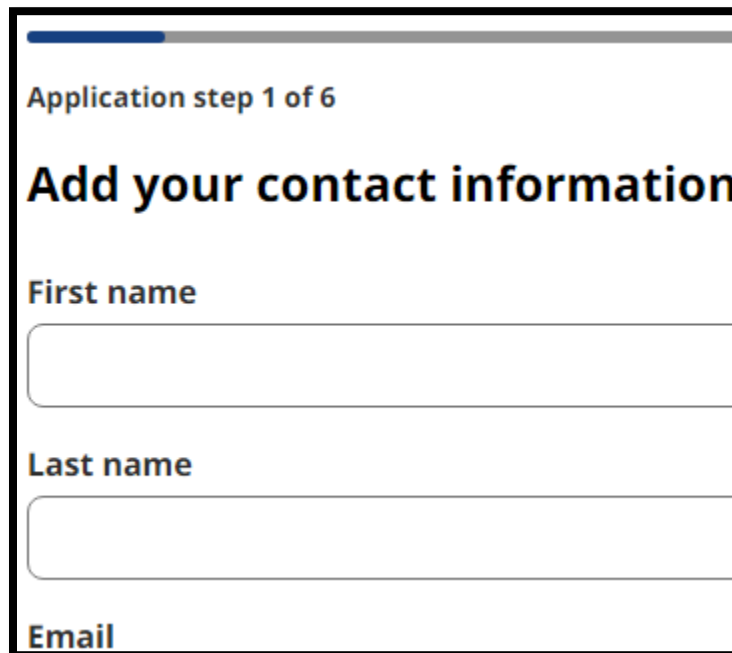
Apply now

Create an Account

To apply online with Indeed or Workopolis, you will have to **create an account**. You will be prompted to do so. Follow the instructions and create your account.

Begin Applying

Once you have an account, you can begin applying for the job. Indeed will ask you for some information about yourself:



Application step 1 of 6

Add your contact information

First name

Last name

Email

Then you can add your resume:



Application step 2 of 6

Add a resume for the employer

*You will also be given the option to build a resume.

You may also have to:

- Answer some questions related to the job.
- List your experience.
- List the days when you are available to work.

The **final step** is to review your application.

Application step 6 of 6

Please review your application

Check for mistakes! Go back and fix them if you need to!

When you are ready,

Submit your application

[Apply on Company Websites](#)

You can also apply for work on company websites. Here are some popular places to try to find retail work:

[Tim Hortons](#) helps you find a restaurant and apply.

[Walmart](#) has many different types of jobs.

[Sobeys](#) has jobs for all sorts of people.

5. What Comes Next?

After you have applied for a job, there are a few next steps:

a. Interview

If the company you applied for is interested in you, you may have to do an interview.

An interview is a professional meeting in which a boss will **ask you questions** about yourself. The boss will arrange a time and place to talk to you. Interviews can happen **in-person** or on a **computer via Zoom or another meeting platform**.

The interview is an important step in getting a job. Here are some **tips** to having a great interview:

- Be on time for your interview!
- Have a tidy appearance.
- Be polite.
- Do your best to answer all the questions.
- Believe in yourself!
- Don't be too shy!
- Tell your boss how great you are!



*[Here](#) is a great video to watch to help you succeed in an interview.

b. Waiting

You will usually have to wait for a little while to hear if you have been hired.

This can be a difficult time, but try to be patient.

And remember to **check your email and phone messages regularly**. This is how your boss will contact you.

c. Try Again

Don't give up! It may take a few tries before you are hired.

Activities

Activity #1

- ✓ Go to the [Indeed](#) website.
- ✓ Type in a job type that you are interested in.
- ✓ Type in your location.
- ✓ Click **Find jobs**.
- ✓ Search through the list of jobs.



Activity #2

- ✓ **Search** for jobs you might like on the Indeed website.
- ✓ When you find one, click on it.
- ✓ Read the job description.
- ✓ Read the qualifications.



Review

- ✓ Now you have learned some **strategies** to help you find a job.
- ✓ You have learned how to prepare a resume.
- ✓ You have learned how to search for a job **in-person**.
- ✓ You have learned how to search for a job **online**.
- ✓ You have learned how to apply for a job online and in-person.
- ✓ You have learned some tips for doing a great interview.
- ✓ You can go back to this guide to review the strategies for finding a job.

Canada 

EMPLOYMENT
ONTARIO

Ontario 

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