



10

Top Tips to get a job in Retail

Retail

- Retail is the selling of goods or services.
- Working in this sector is a great way to enter the workforce and is an excellent entry point to a promising career.
- The skills you'll learn on the job can prepare you for a variety of well-paid positions in the sector with roles such as team supervisor, store manager, buyers, merchandisers and corporate roles.
- Retail has a wide range of shops and types – from strip shopping centres through to large, indoor shopping centres – and online.
 - Department stores
 - Supermarkets and grocery stores
 - Warehouse retailers
 - Specialty retailers – clothing, sports, jewellery, furniture, toys, electronics etc.
 - Convenience stores/fuel
 - Discount retailers
 - Pharmacies
 - Food Retail – Takeaways, cafes, bakeries etc.
 - Online retail



Why retail?

- Not just a 'holiday' job – a great career
- Lots of jobs available all over Australia
- Growth opportunities – most senior leaders began at entry level
- Develop your people skills
- Gain valuable customer service skills transferable to other jobs
- You can make a difference – and see the outcomes of your work
- Varied, busy work environment
- Often offer discounts and benefits





AUSTRALIAN RETAILERS ASSOCIATION

Wayne Nosenzo

National Manager Employment Programs

As Australia's peak retail body, representing more than 100,000 retail shop fronts and online stores, the ARA informs, advocates, educates, protects and unifies our independent, national and international retail community.

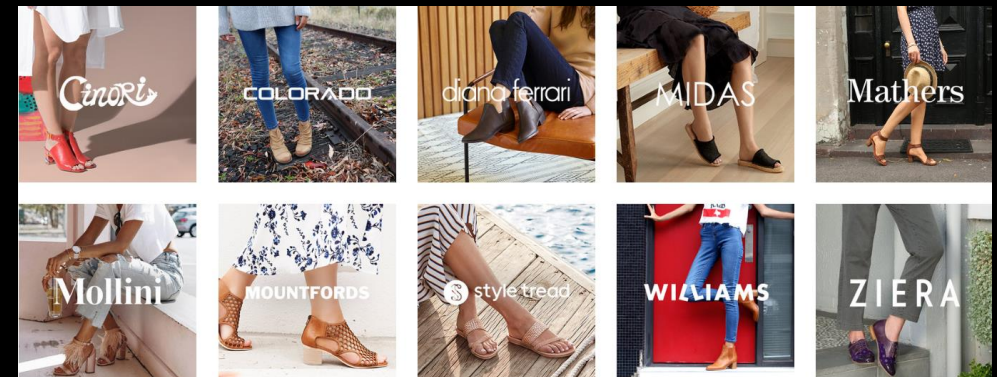
www.retail.org.au



MUNRO FOOTWEAR GROUP

Sheva King

Senior Talent Acquisition Partner



www.munrofootweargroup.com.au



1

Fresh is best

- Have an **up-to-date** and **tailored resume** for each job you are applying for
- Create a retail resume that shows how your skills and experience will suit retail jobs
- Include key works that retail employers are looking for
- Be relevant and specific. No more than 2 pages
- Make it easy to read and use dot points

Retail is about sales!

Use your resume to sell yourself!

2

Attitude is everything!

A great attitude and customer service go hand in hand

Skills needed to be a Sales Assistant?

- Reliable and punctual
- Team player
- Flexible and available – Christmas hours mean late nights, weekends and public holidays!
- Customer-oriented attitude
- Strong communication and interpersonal skills
- Friendly, positive attitude
- Have good fitness for the role – you will be standing on your feet all day – unpacking stock etc.
- Ability to work in a fast-paced environment and cope well under pressure
- Some roles will also require:
 - Knowledge of sales techniques
 - Knowledge of product sector
 - Provide exceptional customer service
 - Cash handling and EFTPOS experience
 - Ability to meet sales targets

A man and a woman are looking at a tablet together in a retail store. The woman is pointing at the screen. In the background, there are clothing racks and a counter with various items like perfume bottles and bags. A green circle with the number 3 is in the top left corner.

3

Make sure you have a sensible email address and appropriate voice message on your phone.

Be digitally ready

- Online applications and online video interviews are common

Make sure you're prepared

- You will need to know how to view rostering via email/online portal

4

Be flexible

- Make sure you are available
The more hours you are available, the more likely you are to get a shift
- Include this information in your application



5

Practice makes perfect

- Practice for your job interview, either with a friend or in front of a mirror!
- Don't forget to do your research. Go and visit the store prior if you can

**Remember to relax.
The interviewer wants to get to know you!**





6

Presentation is important

- Dress appropriately for the retailer and make sure you are clean and tidy
- If employed, you'll be representing their brand

7

Location, location, location

- How will you get to work?
- How quickly can you get there?





8

Be a little early

- Arrive early for your job interview (and when you start work) – it shows you are keen!
- If something unexpected happens – make sure you let the employer know!

9

Ask questions

- At interview
 - it shows you're interested in the job
 - prepare some questions beforehand
 - It's a good opportunity to see if the role/business is the right fit for you – ask questions that match your requirements
- When you start work – asking questions shows you're a proactive member of the team



10

Apply, apply, apply

- Apply for lots of jobs to improve your chances!
- Once you have a job, it is easier to get another job once you have some experience
- Casual jobs can lead to part-time and full-time jobs



Don't forget

Answer your phone, check your messages, check your emails. Don't miss out!

Resources

Jobs Hub – Retail

www.dewr.gov.au/jobs-hub/retail

- Types of entry-level work
- Training for entry-level work
- Possible career paths
- The type of person who suits this work
- Applying for jobs
- Finding vacancies
- Find out how to get that job in retail

Webinars:

- **Retail Jobs showcase**
 - www.dewr.gov.au/jobs-hub/jobs-showcase/retail
 - **How to tailor your resume for retail**
 - [Handout](#) [Webinar 1](#)
 - **Win that retail job with online applications**
 - [Handout](#) [Webinar 2](#)
 - **Ace that retail interview**
 - [Handout](#) [Webinar 3](#)
-

Fact sheet available!

www.dewr.gov.au/jobs-hub/retail

Australian Government
Workforce Australia

TOP TIPS

TOP 10 TIPS TO GET A RETAIL JOB

Fresh is best

- Have an up-to-date and tailored resume for each job you are applying for. Research the company and the role.
- Retail is about sales. Use your resume to sell yourself and include key words from the job ad.
- On average, employers will spend 6 seconds reading a resume so be:
 - Relevant and specific. No more than 2 pages.
 - Make it easy to read and use dot points.

Attitude is everything!

- A great attitude and good customer service go hand in hand.

Be digitally ready!

- Online applications and online video interviews are common. Make sure you're prepared.
- You will need to know how to view rostering via email/online portal.
- Make sure you have a sensible email address and appropriate voice message on your phone.

Be flexible

- Make sure you are available. The more hours you are available, the more likely you are to get a shift. Include this information in your application.

Practice makes perfect

- Practice for your job interview, either with a friend or in front of a mirror!
- Don't forget to do your research. Go and visit the store prior if you can.
- Remember to relax. The interviewer wants to get to know you.

Presentation is important!

- Dress appropriately for the retailer and make sure you are clean and tidy. If employed, you'll be representing their brand.

Location, location, location

- How will you get to work? How quickly can you get there? The recruiter will often ask about this.

Be a little bit early

- Arrive early for job interviews and when you start work. It shows you're keen!

Ask questions

- At interview, it shows you are interested in the job.
- When you start work, it shows you are a proactive member of the team.

Apply, apply, apply

- Apply for lots of jobs to improve your chances!
- Once you have a job, it is easier to get another job once you have some experience.
- Casual jobs can lead to part-time and full-time jobs.

Don't forget
Answer your phone, check your messages, check your emails.
Don't miss out!

Job Offer

A stack of three brown envelopes is shown. The top envelope is slightly offset to the right, revealing the one underneath. A rectangular card is placed on top of the envelopes. The card is made of a textured, light brown material and features the words 'thank you!' in a large, bold, black, sans-serif font. The text is slanted slightly to the right. Below the main text, the email address 'jobscommunity@dewr.gov.au' is printed in a smaller, black, sans-serif font.

**thank
you!**

jobscommunity@dewr.gov.au