

## **Activity 6:**

### **Read the Job Ads:**

#### **Ad 1**

##### **Sales Associates - ZARAH Chinook Centre & Market Mall**

Calgary, Alberta

Seasonal positions

##### **About us**

Zarah offers the latest fashion trends for women, men and children. Our business is centered in our customers, constantly adapting to their needs. We love what we do. Does it sound like you? Maybe you are a Zarah person.

##### **How we imagine you**

You are passionate, curious and motivated, with something different to contribute. You are a multitasker, creative and proactive. You love fashion. Having previous retail experience is a plus, but what we care most about is that you want to learn and grow with us.

##### **What we expect from you**

From day one you'll work on a team and have your own voice. You'll develop your skills and be given responsibilities. As a Sales Assistant, your responsibilities will be:

- Deliver a high level of customer service
- Support the cash desk and delivery teams
- Understand and be passionate about the latest fashion trends
- Replenish the shop floor
- Adhere to all the health & safety and security procedures
- Support other store functions when needed
- Flexible availabilities (day, evening, weekend and holiday)

Zarah Canada provides equal access to employment and will offer reasonable accommodations upon request, for job applicants with disabilities during its recruitment process.

**Answer the following questions.**

1. What is the name of the store?

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2. Is it a permanent position?

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3. Write three qualities required for this job.

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4. Write three duties of this job.

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5. What does 'replenish the store' mean?

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6. What shifts are available?

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## Ad 2

### **Customer Service Representative – Staple Store**

Highly focused on sales and ensuring exceptional customer satisfaction with an accurate return/exchange/purchase process.

#### **Primary Responsibilities:**

- Gives exceptional customer satisfaction with accuracy and professionalism while processing purchases and customer orders.
- Stocks and maintains front-end racks/shelves and merchandise areas as assigned.
- Accountable for signing in/out and logging in/out of own till when required.
- Maintains general cleanliness of all workstations, lunchroom and washrooms.
- Identifies and communicates suggestions for improvements in all areas of business.
- Checks all sources of communication for information (white boards, bulletin boards, portal).
- You are required to stand in a stationary position for up to 2 hours.

#### **Qualifications:**

- Ability to resolve customer concerns in a diplomatic manner.
- Ability to engage customers in a friendly and professional manner.
- Capacity to communicate with customers effectively using a variety of mediums.
- Ability to work effectively with ongoing distractions is necessary.
- Can engage appropriately and work as part of a team.
- Capacity to work independently and seek out assistance as required.

#### **Experience:**

1. Three months to one year of previously related experience is preferred.

#### **Education:**

- Successful completion of high school is preferred.

Job: Retail Locations

Location(s): CA-AB-Calgary

Other Locations: Canada

Schedule: Part-time

**Answer the following questions.**

1. What is the name of the store?

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2. What type of schedule is it?

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3. How much experience is required?

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4. How much education is required?

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5. How long you might have to stand?

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6. Write two qualifications required for the job?

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7. Do you think you can do this job? Why?

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