

Retail and Customer Service

Available from **Levels 2 to 3***

Retail

Retail covers a whole host of businesses, from independent shops to national chains and large superstores. The Retail Apprenticeship covers a range of skills that can be used across this vast sector.

As an Apprentice, your role will be dependent on your employer. You could be assisting customers on the sales floor of a high street store or handling their purchases.

Alternatively, you could be working in a specialist department and become a product expert, able to help with specific queries.

Customer Service Practitioner

As a Sales and Customer Service Apprentice it will be your job to make sure that customers have the best possible experience.

That may involve taking phone calls or helping customers face-to-face.

As customer service is such a broad and highly sought skill, this Apprenticeship could take Apprentices to all sorts of industries, including retail, financial services, hospitality or sport and leisure.

*Levels vary depending on the Apprenticeship framework/standard

