

Training Matrix – Shop Assistant – Student Staff

Mandatory Training:

Mandatory onboarding and induction training	
Training title	Content
Union Shop Induction	At an SU venue, led by managers in the Licensed trade team and HR (Presentation and group work.)

Online training	
Training title	Content
Manual handling	Your back during Manual Handling; Daily Tasks; LITE Assessment; Techniques
Food safety and hygiene training	Food Hazards and Food Poisoning; Personal Hygiene; The 4 C's of Food Safety; Procedures and Premises.

Job role training	
Training title	Content
Team training session at shop	Attend and complete team training session at the Union Shop, passing all criteria.

Knowledge and tasks you will complete whilst at work:

Area	Tasks/Knowledge
General	Knowledge of signing in procedure, shift swap procedure, key points of contact
	Appearance, attendance, punctuality of high standard, and following SU policy of no phones, food, cash
	Refusal of service: when appropriate, how to do it, can demonstrate
Health and safety	Knowledge of specific health and safety considerations when working in the Union Shop including fire evacuation procedure and assembly point
Stock and shelves	Filling shelves and rotating stock as per procedure, working quickly and independently
	Newspapers and magazines stocked and presented correctly, cleaning cake trays
	Seeing in deliveries as per procedure
	Using containers, cages, assistance machines for transporting heavy stock
Customer service	Knowing and demonstrating how to accommodate a range of customers, including challenging customers, attending to customers' needs
Tills	Operating all tills as per procedure, processing deals and reduced items, contacting relevant member of staff if you have any issues or refunds to process
Shop checks	Knowledge of how to complete daily date-checking, including write-offs
	Knowledge of how to do weekly date-checking
	Coffee machine cleaning to a high standard
	Knowledge of correct fridge and freezer temperatures

Supervisor training programme and Duty Manager Development programme information is available when we recruit student staff for these opportunities. These opportunities occur in November and February each year. For more information please contact your line manager.