

**COOPERATIVE EDUCATION
Performance Appraisal
GWL 30 - Retail Sales Clerk**

Placement:	Assessment Due Date:
Supervisor:	Student Name:
	School:

Related Course Expectations CATEGORIES and DESCRIPTIONS
LEVEL 1 (50-59):
<ul style="list-style-type: none"> • uses procedures, equipment and technology safely and correctly only with supervision • applies ideas and skills in familiar contexts with limited effectiveness • makes connections with limited effectiveness • transfers concepts, skills to procedures to new contexts with limited effectiveness
LEVEL 2 (60-69):
<ul style="list-style-type: none"> • applies ideas and skills in familiar contexts with moderate effectiveness • transfers concepts, skills and procedures to new contexts with moderate effectiveness • use procedures equipment and technology safely and correctly with some supervision • makes connections with moderate effectiveness
LEVEL 3 (70-79):
<ul style="list-style-type: none"> • applies ideas and skills in familiar contexts with considerable effectiveness • transfers concepts, skills and procedures to new contexts with considerable effectiveness • uses procedures, equipment and technology safely and correctly • makes connections with considerable effectiveness
LEVEL 4 (80-100):
<ul style="list-style-type: none"> • applies ideas and skills in familiar contexts with a high degree of effectiveness • transfers concepts, skills and procedures to new contexts with a high degree of effectiveness • demonstrates and promotes the safe and correct use of procedures, equipment and technology • make connections with a high degree of effectiveness
Incomplete (IC):
<ul style="list-style-type: none"> • work has not been completed as assigned, insufficient achievement of curriculum expectations, below 50%
No Opportunity to Demonstrate:
<ul style="list-style-type: none"> • learning of the task is not available at this time

**COOPERATIVE EDUCATION
PERFORMANCE APPRAISAL
for
Retail Sales Associate**

		IC	No Opportunity to Demonstrate	LEVEL 1 50 - 52 53 - 56 57 - 59	LEVEL 2 60 - 62 63 - 66 67 - 69	LEVEL 3 70 - 72 73 - 76 77 - 79	LEVEL 4 80 - 84 85 - 89 90 - 99
1.0 Personal Management Skills							
1.1	Arrive at work on time						
1.2	Attend every day						
1.2	Greet supervisor/coworkers						
1.3	Demonstrate current clothing trend through personal dress						
1.4	Practice personal grooming and hygiene						
1.5	Display enthusiasm and positive attitude, e.g., demonstrate initiative, ask questions, smile, welcome customers to store						
1.6	Follow instructions and ask questions to clarify information						
1.7	Demonstrate work ethics, e.g., responsible, reliable, productive, efficient, honest						
1.8	Demonstrate job task planning ensuring customer service takes priority over other tasks, e.g. inventory, promotions, displays						
1.9	Work safely and report injuries promptly						
1.10	Demonstrate confidentiality, e.g. speak privately regarding personal issues with co-worker or supervisor						
2.0 Interpersonal and Teamwork Skills							
2.1	Greet customers						
2.2	Demonstrate customer service, e.g. highlight features of products, respond to inquiries, create interest and desire to buy						
2.3	Suggest appropriate clothing based on customer inquiries						
2.4	Discuss post-sales customer services, e.g. warranties, exchange and refund policies						

2.5	Answer telephone and take messages for office staff						
2.6	Talk to supervisors to receive instructions, exchange information, and plan work activities						
2.7	Interact and communicate with co-workers to deliver customer service, e.g. establish equitable sharing of customers, clarify departmental boundaries, confirm responsibilities						
2.8	Check availability of merchandise for a customer, e.g. contact other stores						
3.0	Specific Work Content Skills						
3.1	Direct customers to appropriate clothing sections						
3.2	Use computerized equipment, e.g., cash register						
3.3	Use a database to access customer information and product information						
3.4	Read garment labels for information about fiber content and care and match these product specifics to customer needs						
3.5	Exercise loss prevention techniques, e.g. observe customers, lock display cases after use						
3.6	Assist with display set-up						
3.7	Complete a variety of forms such as invoices, purchase orders, return forms, delivery forms, employee discount forms						
3.8	Accept payment by cash, cheque, debit card, or credit card and make change						
3.9	Calculate total bills, taking into account the PST, GST and applicable exchange rate						
3.10	Assist customers in fitting rooms, e.g. retrieve alternate clothing, suggest accessories						
3.11	Make price tags						
3.12	Re-tag merchandise						
3.13	Maintain store cleanliness, e.g., dust, recycle cardboard						
3.14	Replenish and rotate stock						
3.15	Maintain stock room						
3.16	Operate steamer						
	Overall Most Consistent Level of Performance						

SUPERVISOR'S COMMENTS: