

# Year 10 Workplace Challenge

Summer Term 2019



Name: .....

Form: 10.....

Workplace Visited: .....Tesco Haydock.....

## Year 10 Workplace Challenge (Summer Term 2019)

### Challenge

Over the Easter holidays and into the summer term, your challenge is to visit a work place:

- Can be a family member, friend or neighbour
- Somewhere you might like to work
- A possible part time job in the future

***\*You must attend with a Parent/Carer. Do not attend alone!***

### Criteria

- Ask for a tour of the work place. Describe what you can see.
- What local opportunities (Apprenticeships/Full time jobs) are available in the work place?
- What skills and qualities from school does the employer value?
- Take a photo/selfie with the employer
- Would the employer be willing to support the school with our Careers programme?
- Any other specific information.
- A witness statement from the employer confirming your attendance.

**Prizes will be awarded to students who write about the most creative work place experience.**

*Describe your tour of the work place. What you can see?*

See attached

*What local opportunities (Apprenticeships/Full time jobs) are available in the work place?*

Some full time positions but mainly Part-time.

Some graduate positions are available.

All jobs are advertised on recruitment agency websites. E.G. Reed, Indeed etc.

Tesco also employ full time students who work Part time around college and university days.



## History

Tesco was founded by Jack Cohen in 1919 as a group of market stalls. The name **TESCO** started in 1924 after Jack Cohen bought a shipment of tea from **TE STOCKWELL**. He took the initials and the first two letters of his own surname to make the name **TESCO**.

The first **Tesco** shop opened in 1929 in Burnt Oak Barnet. By 1950 it had 800 stores. In 1994 **Tesco** expanded its stores into Scotland and into Ireland in 1997. Since 2001 **Tesco** has spread its company all over Britain. **Tesco** now has its own bank, mobile phone network and sells house and car insurance.

**Tesco** has five different types of stores. These are

- Tesco Extra
- Tesco Superstores
- Tesco Metro
- Tesco Express
- One stop – Every little helps.

## My Visit to Tesco Store Haydock on 24 June 2019

My mum has worked at Tesco since 2017 and she took me on a tour of the store. This is what I could see and what some of the staff told me about their jobs.

The store has a big **HELLO** sign at the entrance. It was busy with people going through the checkouts. The first person I met was Pauline. Pauline's job is to keep customers happy by making sure there are always trolleys and baskets to use. Pauline told us that unlike other big supermarkets

Tesco doesn't have the £1 charge for using a trolley. As there is nothing more annoying than trying to find a £1 or your trolley coin. My mum agreed.

Below is a picture of me and Pauline below the **Hello** sign. Pauline said the **Hello** sign was there to welcome everyone to the store. She told us to look for the **Goodbye** sign on the way out of the store. This was there to say **Goodbye and hope you come back again**.

The next person I met was Matt. Matt is a security officer and stands at a desk watching people coming into the store. Matt told me he provides a presence at the front of store to try and stop people stealing. He has a TV monitor so he can watch everyone shopping in the store. If anyone looking suspicious comes in, he can follow them around the store on his monitors as there are security cameras all around the store.

My next visit was to Customer Service where I met Brenda. I could see they sold Lottery tickets and Brenda told me behind the screens was cigarettes and tobacco which could not be out on display. The screen was only opened when someone asked for anything. Brenda says every day is different on the Customer Service desk. She dealt with phone calls. Made announcements to everyone in store giving information to staff and to people shopping in the store. She also dealt with complaints from customers usually about things they had bought or what they couldn't get in store. She would try and answer queries anybody had about products. People came to the desk to tell her about spillages in the store and even no toilet rolls in the toilets.

I next met another person called Matt. His job was on stock control. His job was to go around the store looking for gaps on the shelves. He would scan the missing product label and order the item to come back in store. This would take about 2 days. In the evening he also did a job called Job 14. This was always done after 5pm. For this he had what looked like a mobile phone, but it was a small hand held machine called a PDA. He could scan an item if it was coming near its sell by date and the machine would print out a label showing a reduced price for the product. By reducing the price of the product hopefully someone would buy it before it had gone past its sell by date.

As I walked down the first aisle from the entrance, I could see the bright yellow signs saying half price, 1/3 off, special offer. This caught my attention, and this is what it is meant to do. It makes you want to go and have a look what it is and hopefully Tesco would like you to buy it. Mum pointed out at the end of each aisle other offers are put in a high visible place to make sure offers are highlighted to customers. Other offers down the aisles are usually displayed with a yellow ticket showing the reduced price. Again, it catches the eye.

Mum took me to the counters where she works on the Deli. Only the hot deli was open. Emma and Marion were working. Marion said she loved working on there and she liked speaking to customers





who she had got to know over the years she had worked there. Emma was preparing chickens ready to go in the oven. Emma wore a red apron which showed she was handling raw meat. The chickens come to store uncooked and are threaded onto a metal spit to go into the chicken rotisserie oven. Once these are cooked, they go into bags and put in the Grab & Go display cabinet. This keeps the food warm until somebody buys it. The food can only stay in there for a maximum of 3 hours. After 2 hours it has to be reduced in price so it doesn't exceed the 3 hours it can stay in there. I love the chicken from the Hot deli.

I then went into the fresh food aisle where I met Sophie. Sophie said her job was filling the shelves. She was taking boxes out of a metal cage and putting the products onto the shelves. Sophie said the store had two deliveries a day morning and evening. The lorries were filled with the metal cages which held all the stock and they were unloaded by staff into the warehouse. Some went into chilled storerooms. Throughout the day staff would wheel out the cages into the store and be responsible for unloading the stock and placing the products in the correct place on the shelves. Sophie had to check the dates on the products and make sure the earliest dates were always at the front, so customers took them first. The cardboard boxes were then flattened or ripped up and put into a separate metal cage. All the cardboard went for recycling.

We carried on walking across the store and mum pointed out the staff in each aisle who were all putting more stock out. It seemed to be a never-ending job.

Tesco has its own instore bakery. All the bread had been cooked for the day, so nobody was preparing the bread for baking. I could see the big ovens and mixing machines in the bakery area. Mum said in the back store there were big sacks of flour and in the chiller fresh yeast.

We then went to the checkouts. There are two types of checkouts. The self-serve which I love, and dad hates. He says it's more trouble than it's worth as he always has to call for help as he has not done something right. Then there are the staffed tills. This was a very busy area. I met Clare who was the Team Support on the tills. She made sure everything ran smoothly and there were no big queues like at Sainsburys. Clare made sure there was always enough money in the tills. She was responsible for ordering money and putting the money in the safe. G4S Group4 Security delivered coins to the store and took away all the notes. Clare explained there was something called Through Put. She looked at scan rate. How quick the staff scanned items. Idle time, when they had no customer. Tender time. This was the time from when the total was pressed to the time the shop was paid for. When the customer was paying by cash or card. Using all these different things gave a % and she used this to make a request for overtime



As we left the store I saw the Goodbye Hope to see you again sign Pauline had told me about. Yes, I will come back. Everyone was so friendly towards me. Giving some of their time to help me with my project. I think Tesco looks like a great place to work. Lots of different jobs to do and you would be busy all the time. Mum tells me there are loads of other roles I didn't see and lots of other jobs behind the front of store in the warehouse and office. She says everyone has a role to play for the smooth running of the store.



**Joe Ravenscroft**

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*What skills and qualities does the employer value (eg. attendance, punctuality)?*

### Skills

- Good team worker and can work alone.
- Flexible, can adapt to working in different departments and different shifts.

### Qualities

- Can work at place
- Attention to detail
- Passion for great customer service.
- Friendly and approachable
- Reliable and trustworthy
- Hardworking

*Photo/Selfie with the employer*

See photos

**Year 10 Workplace Challenge (Summer Term 2019)**

*Would the employer be willing to support the school with our Careers Programme? How?*

*Any other information you wish to share.*

*Witness statement briefly confirming your attendance and any further comments.*

Joe came into store to see how a supermarket operates and more importantly to meet the team that work in the store and how they work together to provide a service to the local community.

Name of employer TESCO STORES LTD. JMM

Date visited 24/6/19

PLEASE RETURN YOUR COMPLETED CHALLENGE BOOKLET TO YOUR FORM TUTOR BY

FRIDAY 28<sup>TH</sup> JUNE 2019