

<b>SIR20207 - Certificate II in Retail</b>
Apply point of sale handling procedures
Interact with customers
Organise and maintain work areas
Communicate in the workplace
Operate retail technology
Work effectively in a retail environment
Perform stock control procedures
Apply safe working practices
Minimise theft
Sell products and services
Advise on products and services
Merchandise products
Develop product knowledge
Handle mail received in a retail environment