

Student Store

COURSE OUTLINE

1. **Course Title:** Student Store
2. **CBEDS Title:** General Merchandising Retailing
3. **CBEDS Number:** 4107
4. **Job Titles:**

Cashier	Purchasing Manager, Buyer, Agent
Cost Estimator	Retail Salesperson
Counter & Rental Clerk	Sales Representative
Order Clerk	Sales Worker Supervisor
Procurement Clerk	Stock Clerk & Order filler

5. Course Description:

Students will participate in an actual business operation handling monies and merchandise from the student store.

Integrated throughout the course are career preparation standards, which include basic academic skills, communication, interpersonal skills, problem solving, and workplace safety, technology and employment literacy, and connection to core academic standards.

Course Objectives:

Students will:

1. Communicate effectively both over the phone and person-to-person through interacting with sales representatives, teachers and other students.
2. Demonstrate honesty when working with merchandise and cash.
3. Recognize self-strengths and interests while rotating positions in the student store.
4. Integrate mathematics as a problem solving tool when performing cash register duties including counting back change and counting out and closing the register.
5. Demonstrate problem-solving skills when working with challenging customers.
6. Demonstrate courteous and positive interpersonal skills when dealing with customers and sales representatives.
7. Maintain effective inventory control of merchandise to avoid outages or overages.
8. Demonstrate product knowledge, record sales, and participate in security and loss prevention.
9. Demonstrates skills in public relations, publicity, sales promotion activities and visual presentation.

Pathway

Recommended Sequence	Courses
Introductory	Computer Foundations
Skill Building	Retail Merchandising
Advanced Skill	Retail Merchandising Coop or Student Store

6. Hours: *Students receive up to 180 hours of instruction*

7. Prerequisites: Computer Foundations, Retail Merchandising or consent of instructor

8. Date (of creation/revision): July 2011

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Upon successful completion of this course, students will be able to demonstrate the following skills necessary for entry-level employment.				
Instructional Units and Competencies	Course Hours	Model Curr. Standards	CA Academic Content Standards	CAHSEE
<p>I. CAREER PREPARATION</p> <p>A. Career Planning and Management.</p> <ol style="list-style-type: none"> 1. Know the personal qualifications, interests, aptitudes, knowledge, and skills necessary to succeed in careers. <ol style="list-style-type: none"> a. Students will identify skills needed for job success b. Students will identify the education and experience required for moving along a career ladder. 2. Understand the scope of career opportunities and know the requirements for education, training, and licensure. <ol style="list-style-type: none"> a. Students will describe how to find a job. b. Students will select two jobs in the field and map out a timeline for completing education and/or licensing requirements. 3. Know the main strategies for self-promotion in the hiring process, such as completing job applications, resume writing, interviewing skills, and preparing a portfolio. <ol style="list-style-type: none"> a. Students will write and use word processing software to create a resume, cover letters, thank you letters, and job applications. b. Students will participate in mock job interviews. 4. <i>Develop a career plan that is designed to reflect career interests, pathways, and postsecondary options.</i> <ol style="list-style-type: none"> a. <i>Students will conduct a self—assessment and explain how professional qualifications affect career choices.</i> 5. <i>Understand the role and function of professional organizations, industry associations, and organized labor in a productive society.</i> <ol style="list-style-type: none"> a. <i>Contact two professional organization and identify the steps to become a member.</i> 6. <i>Understand the past, present and future trends that affect careers, such as technological developments and societal trends, and the resulting need for lifelong learning.</i> <ol style="list-style-type: none"> a. <i>Students will describe careers in the business industry sector.</i> b. <i>Students will identify work-related cultural differences to prepare for a global workplace.</i> <p>B. Technology.</p> <ol style="list-style-type: none"> 1. Understand past, present and future technological advances as they relate to a chosen pathway and on selected segments of the economy. 2. Understand the use of technological resources to gain access to, manipulate, and produce information, products and services. 3. Use appropriate technology in the chosen career pathway. <p>C. Problem solving and Critical Thinking.</p> <ol style="list-style-type: none"> 1. Understand the systematic problem-solving models that incorporate input, process, outcome and feedback components, and apply appropriate problem-solving strategies and critical thinking to work-related issues and tasks. 	<p>10</p> <p>Additional hours are integrated throughout the course.</p>	<p>Finance and Business Industry Model Curriculum Standards 3.0, 4.0, 5.0, 6.0, 7.0, 8.0, 9.0, 10.0</p>	<p><u>Language Arts</u> (8) R 1.3, 2.6 W1.3, 2.5, LC 1.4,1.5 1.6 LS1.2, 1.3, (9/10) R2.1,2.3,2 W2.5 LC1.4 LS 1.1, 2.3 (11/12) R2.3 W2.5 LC1.2 <u>Math</u> (7) NS1.2, 1.7 MR 1.1,1.3 2.7,2.8, 3.1</p>	<p>Lang. Arts R 8.2.1 (9/10) R 2.1, 2.3 W2.5 Math (7) NS 1.2, 1.3, 1.7 MR 1.1, 2.1, 3.1</p>

<p>2. Use and apply critical thinking and decision making skills to make informed decisions, solve problems, and achieve balance in the multiple roles of personal, home, work and community life.</p> <p>D. Health and Safety.</p> <ol style="list-style-type: none"> 1. Know policies, procedures, and regulations regarding health and safety in the workplace, including employers' and employees' responsibilities. 2. Understand critical elements of health and safety practices related to a variety of business environments. <p>E. Responsibility & Flexibility.</p> <ol style="list-style-type: none"> 1. Understand the qualities and behaviors that constitute a positive and professional work demeanor. 2. Understand the importance of accountability and responsibility in fulfilling personal, community, and workplace roles and how individual actions can affect the larger community. 3. Understand the need to adapt to varied roles and responsibilities. <p>F. Ethics and Legal Responsibilities</p> <ol style="list-style-type: none"> 1. Know the major local, district, state, and federal regulatory agencies and entities that affect the industry and how they enforce laws and regulations. 2. Understand the concept and application of ethical and legal behavior consistent with workplace standards. <ol style="list-style-type: none"> a. <i>Contact a business and obtain a copy of their rules for employment.</i> b. <i>Role play difference ethical scenarios.</i> 3. Understand the role of personal integrity and ethical behavior in the workplace. <p>G. Leadership and Teamwork.</p> <ol style="list-style-type: none"> 1. Understand the characteristics and benefits of teamwork, leadership, citizenship in the school, community, and workplace settings for effective performance and attainment of goals. 2. Understand the ways in which professional associations, such as Skills USA, FBLA and competitive career activities enhance academic skills, career choices, and contribute to promote employability. 3. Know multiple approaches to personal conflict resolution and understand how to interact with others in ways that demonstrate respect for individual and cultural differences and for the attitudes and feelings of others. 				
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Instructional Units and Competencies	Hours	Model Curr. Standards.	CA Academic Standards	CAHSEE
I. Orientation A. Syllabus and course outline B. Course objectives and competencies	2		MI.1 (1.3) (1.6) (1.7) (2.5)	M 7; NS; 1.2, 1.3, 1.6
II. Safety A. Procedure for reporting accidents B. Correct bending and lifting C. Emergency procedures	2	Mktg. Sls. & Svc. Industry SectorPW Fndtn. Stds. 6.0, 6.2	ELA 9- 10; LS; 1.1, WO;	ELA 8; R; 2.1 9-10; W; 2.6a,b,c
III. Leadership A. Professional behavior B. Working relations with peers C. Working relations with supervisors	2	Prof. Sls. & Mktg. PW D1.4	1.1, 1.3, 1.4	
IV. Communication A. Professional and legible handwriting and grammar skills B. Listening skills C. Proper telephone etiquette D. Proper customer-employee relationships	5	Mktg. Sls. & Svc. Industry SectorPW Fndtn. Stds. WOE(1.3)		
V. Sales Transactions A. Basic arithmetic practices B. Procedures for making change C. Correct procedures for handling cash sales	5			
VI. Visual Merchandising A. Purpose B. Creating a display	7	Prof. Sls. & Mktg. PW D1.4, 1.6		
VII. Student Store Operations A. Procedures for Operation of Student Store i. Role of Managers ii. Role of Store Workers 1. Recruiting and Selecting 2. Training iii. Inventory Procedures 1. Levels 2. Accuracy 3. Physical Counts iv. Merchandise Ordering Procedures 1. Introduction to Sales Representatives 2. Ordering Schedule 3. Delivery Schedule	50			
VIII. Other Store Related Duties				
IX. Accounts Receivable A. Preparation of Receipts B. Billing Procedures C. Deposits i. Daily Store Sales ii. Miscellaneous	20	Fin. & Bus. Industry Sector Acctg. Svcs. PW B1.4		

Instructional Units and Competencies	Hours	Industry Standards.	CA Academic Standards	CAHSEE
X. Accounts Payable A. Purchase Orders i. Requisition ii. Completion B. Accounting Records i. Accounts Utilized ii. Journalizing	20			
XI. End of Month Activities A. Bank Reconciliation B. Profit and Loss Statement (Income Statement)	15			
XII. Cash Register Procedures A. Store Prices i. Taxable ii. Non-taxable iii. Calculating Sales Tax B. Cash Register Tills i. Counting Previous Day's Sales ii. Preparing Till for Next Day C. Cash Register Operations D. Petty Cash Fund	38			
XIII. Appearance and Behavior A. Telephone Etiquette B. Dress C. Manners	4	Mktg. Sls, & Svc. Industry Sector Prof. Sls. & Mktg. PW D1.1		
XIV. Individual Related Instruction – may vary per student A. DECA Organization i. Conference ii. Chapter Duties iii. Report Writing B. Make-up (assignments, attendance, etc.)	10	Mktg. Sls, & Svc. Industry Sector Fndtn.Stds. 9.2		

10. Additional recommended/optional items

- a. Articulation: None
- b. Academic credit: None
- c. Instructional strategies:
 - Methods of Instruction:
 - a. Lecture
 - b. Audio Visual Materials
 - c. Research Readings and Written Presentations
 - d. Homework Assignments
 - e. Group & Individual Activities
 - f. Quizzes, Tests & Final Exam
 - g. Internet Exploration
- d. Instructional materials:
- e. Certificates: None