



# Retail and Sales roles

01



## Airline Customer Service

Airline customer service agents make sure passengers and their luggage safely board the right aircraft at the right time. You may help passengers with self-serve or assisted check in procedures, deal with flight queries or provide boarding passes. You probably will work at an airport which can be busy and crowded, and have to work early mornings or late nights.

02



## Builders Merchant

Builders' merchants sell building and DIY products/materials. You could apply directly to work in this role and tasks include giving product information to customers, loading/unloading deliveries and handling payments. You could work at a builder's yard or at a store and the work may be physically demanding and outdoors in all weathers.

03



## Cinema/Theatre Attendant

Cinema and theatre attendants help customers visiting entertainment shows. You might check tickets, sell refreshments, deal with customer questions and help clear litter after the shows. You can sometimes find voluntary work with community theatres or cinemas or apply directly to vacancies. Experience of dealing with the public can be helpful.

04



## Museum Attendant

Museum attendants take care of customers and help with security in museums and galleries. You will need an interest in history and have good communication skills. You could get into this work through volunteering or apprenticeships that give you skills in customer service, security or museums education.

05



## Pet Shop Assistant

Pet shop assistants serve customers and look after animals in pet shops. The role may include feeding animals and cleaning out cages, advising customers on products and pet care, and maintaining stock levels. You could do a qualification in animal care to show employers that you want to learn more about working with animals.

06



## Post Office Assistant

Post Office customer service assistants help customers in post offices and at counters in shops. You'll need good maths, English and customer service skills as the role includes selling stamps, weighing letters and parcels, accepting bill payments and selling foreign currency.

07



## Retail or Sales Assistant

Retail or sales assistants sell products and help customers in different shops. This may include rotating stock, replacing items or cleaning. You will also need to like talking to customers and be positive and helpful. You could start as a volunteer in a charity shop, do a Supported Internship to gain experience.

08



## Tourist Information Assistant

Tourist information centre assistants give information to visitors about transport, tourist attractions and local activities. You may answer customer queries and do research using the internet, travel guides and timetables. You may find paid or volunteer work with local tourist information centres or museums.

09



## Train Station Worker

Train station workers deal with customers and carry out duties in railway stations and on platforms. You could sell and check tickets, make sure that passengers get on and off the train safely or make passenger announcements. You could work at a ticket office or on a station platform. Your working environment may be outdoors some of the time and crowded.

For information on Supported Internships and Accessible Apprenticeships

Email: [targetedemployment@essex.gov.uk](mailto:targetedemployment@essex.gov.uk)  
or speak to your SEND Careers Advisor



Essex County Council