Lycée Chevrollier (High school and vocational training centre)

Two-month-unpaid internship Abroad / 2013-2014

The internship particularly aims to enable the Student (18-20 year’s old) to put into practise the knowledge acquired at Lycée Chevrollier courses particularly in field of activity of the internship: Client/Supplier Relations and give her/him the opportunity to speak English with a professional environment.

Internship in a retail store/outlet

In other words...what your French trainee can do/or observe....

- Greeting customers who enter the shop.
- Be involved in stock control and management.
- Assisting shoppers to find the goods and products they are looking for.
- Being responsible for processing cash and card payments.
- Stocking shelves with merchandise.
- Answering queries from customers.
- Reporting discrepancies and problems to the supervisor.
- Giving advice and guidance on product selection to customers.
- Balancing cash registers with receipts.
- Dealing with customer refunds.
- Keeping the store tidy and clean, this includes hovering and mopping.
- Responsible dealing with customer complaints.
- Working within established guidelines, particularly with brands.
- Attaching price tags to merchandise on the shop floor.
- Responsible for security within the store and being on the look out for shoplifters and fraudulent credit cards etc.
- Receiving and storing the delivery of large amounts of stock
- Keeping up to date with special promotions and putting up displays.
### DURATION

2 months minimum from May 2014

### GENERAL CONDITIONS

- An internship agreement is signed before internship beginning
- The **trainee has no right to a salary**. However, the company may grant the trainee a bonus. The amount of the bonus remains the Company’s own decision.

### INTERNSHIP REPORT AND ASSESSMENT

The internship is assessed by the tutor in the Company. The Manager of the Company shall inform Lycée Chevrollier of his/her account about the trainee by filling an assessment form to be attached to the trainee’s file. The tutor is not required to mark the report.

**At the end of the training period, the trainee shall produce:**

An internship report (an overview describing 5 tasks performed or observed within the customer / supplier relationships and describing three situations of internal or external oral communication experienced or observed)

**For any further information, please contact:**

- **Ingrid Seguin** ingrid.seguin@ac-nantes.fr 00 33 6 20 33 86 75
  Business and Administration Teacher (French, English speaking)
  Consortium Agefa - Erasmus Project coordinator

www.agefa-mobilite.eu