

Polish your skills

INSIDE
RETAIL
2018



CUSTOMER FIRST
MAKE EVERY MOMENT MEMORABLE

QUALITY
LIVE IT EVERY DAY, IN EVERY WAY

INSPIRATION
DISCOVER THE DIFFERENCE

IN TOUCH
BE RELEVANT, ACCESSIBLE, ON TREND

RESPONSIBILITY
DO THE RIGHT THING, THE RIGHT WAY

INTEGRITY
DO WHAT YOU SAY, SAY WHAT YOU MEAN

COLLABORATION
WORK AND GROW TOGETHER

OUR VALUES



WELCOME

A very warm welcome to Woolworths and to the **INSIDE RETAIL** Lecturer Development Programme. We are delighted you could join us and look forward to spending this worthwhile time with you.

As an educator, you have challenging deliverables but with these responsibilities come great opportunities. You are tasked to provide your students with the knowledge and skills to enter the world of work but also to empower them to be able to apply themselves in order to succeed. As a country and industry we need these skilled individuals in order to ensure South Africa's continued growth and development.

As a responsible retailer, Woolworths is proud to offer you the opportunity over the next five days to better understand the ever-increasing complexities of retail. By offering you insights into our industry, we are hoping that, together, we can contribute to the skills development transformation in our country that we are passionate about.

Please enjoy your time with us – we hope that it will be productive and valuable for you and your students.

ZYDA
CEO Woolworths South Africa

WHO IS THIS PROGRAMME INTENDED FOR?

This programme is intended for lecturers in retail related content courses.

WHAT IS THE PURPOSE OF THIS PROGRAMME?

The purpose of this programme is to expose delegates to industry linked experience.

WHAT CAN PARTICIPANTS EXPECT TO LEARN BY ATTENDING THIS PROGRAMME?

Knowledge

- Participants will demonstrate an understanding of how retail operates (end to end value chain)

Skills

- Participants will be able to translate theory into practice
- Participants will be able to integrate real life examples into course content

HOW WILL THE COURSE BE DELIVERED?

The 5 day programme is a blend of classroom based presentations and off site learning. Time will be spent on the Woolworths campus as well as off site, visiting our stores, suppliers and distribution centre. The sessions are designed to be informal and interactive.

HOW WILL THE PARTICIPANTS BE ASSESSED?

There is no formal assessment, however, delegates will be required to provide feedback highlighting what they have learned, and more importantly, how they have incorporated these learnings back at the college. This will take the form of a group presentation, per college, that will be presented back to the bigger group at a future date to be agreed to by the college liaisons.

**OUR VALUES
ARE THE HEART
AND SOUL OF
WOOLWORTHS**

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AGENDA

MONDAY 25 JUNE

BUSINESS ORIENTATION

07h30 – 08h00 Registration & Admin

08h00 – 08h30 Breakfast

08h30 – 09h00 Programme Orientation,
Why WW runs the programme
and what it entails, Your role
in the programme

09h00 – 09h30 Message from DHET / W&RSETA

09h30 – 10h00 Welcome to Woolies

10h00 – 10h45 The Brand

10h45 – 11h15 Refreshment break

11h15 – 12h00 Foods @ the Culinary Centre

12h00 – 12h45 Foods Demo / tasting @
the Culinary Centre

12h45 – 13h30 Lunch

13h30 – 14h15 Fashion | Beauty | Home

14h15 – 15h00 Online

15h00 – 15h15 Tea

15h15 – 16h00 Jolts

16h00 – 16h15 Close & prep for the rest
of the week

TUESDAY 26 JUNE

SUPPLIER/ DC VISIT

07h45 – 08h30 Admin & Breakfast

08h30 – 09h00 Our Good Business Journey

09h00 – 09h30 Our Customer

09h30 – 10h00 What is a merchant?
Merchant principles &
disciplines (Retail Cycle)

10h00 – 11h00 Depart for supplier visit

11h00 – 13h00 Supplier Visit

13h00 – 13h30 Depart for Distribution Centre

13h30 – 14h30 Lunch at the DC

14h30 – 15h45 DC Visit

15h45 – 16h00 Close & prep for
stores immersion

16h00 – 16h15 Leave for HO

WEDNESDAY 27 JUNE

STORE ATTACHMENT

08h30 Arrive at Store
• Intro to the store
• Finance & Admin
• Receiving
• Stockroom / Cooler

17h30 Depart from Store

THURSDAY 28 JUNE

STORE ATTACHMENT

08h30 Arrive at Store
• Store Manager
• Operations
• FBH - Sales Floor

17h30 Depart from Store

FRIDAY 29 JUNE

STORE ATTACHMENT

08h30 Arrive at Store
• Foods - Sales Floor

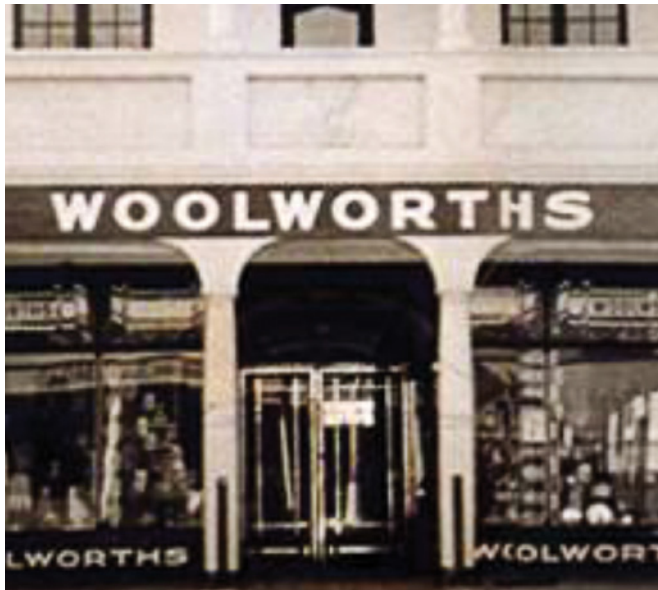
11h30 Wrap up

14h00 Depart from Store

ABOUT WOOLWORTHS

Woolworths was founded by Max Sonnenberg in 1931 officially opening the doors of the first store in Adderley Street, Cape Town on October 31st. His belief that success lay in providing customers with superior quality merchandise at reasonable prices has been instrumental in establishing Woolworths as one of South Africa's leading retail chains.

Today, Woolworths is a South African retail chain that extends, through franchise partnerships, throughout Africa and into the Middle East, trading through more than 400 stores. Woolworths Holdings influence also extends to Australia with a majority share in the Australian retail chain.



The WHL Group consists of three operating subsidiaries, Woolworths Proprietary Limited (Woolworths), Country Road Limited (Country Road Group) and David Jones Limited (David Jones) which was acquired with effect from 1 August 2014. Woolworths Holdings Limited (WHL) is a South African-based retail group listed amongst the top 100 companies in Johannesburg Stock Exchange since 1997.

Woolworths Financial Services Proprietary Limited (Woolworths Financial Services) is a joint venture with Barclays Africa Group, who has the controlling interest in Woolworths Financial Services.



OUR VISION

TO BE OUR
CUSTOMER'S
FAVOURITE
RETAIL BRAND





OUR PURPOSE

THE DIFFERENCE
THAT **INSPIRES**
& **CARES**



OUR VALUES

OUR DIFFERENCE
IS **ROOTED**
IN OUR VALUES

PROGRAMME

OBJECTIVES

Understand the complexities of retail so that together, we can be part of the skills development transformation that we want to see in our country.

By offering you industry exposure we're helping to ensure that our institutions of learning have the capacity to deliver the skills that are required in the sector.

You will have the opportunity to develop your skills, learn from others and maximise your own capabilities. This will support you when lecturing the new retail qualification that was launched nationally during 2016.

HOW WILL THE PROGRAMME BE DELIVERED?

The 5 day programme is a blend of classroom based presentations and off site learning.

Time will be spent on the Woolworths campus as well as off site, visiting our stores, suppliers and distribution centre.

The sessions are designed to be informal and interactive.

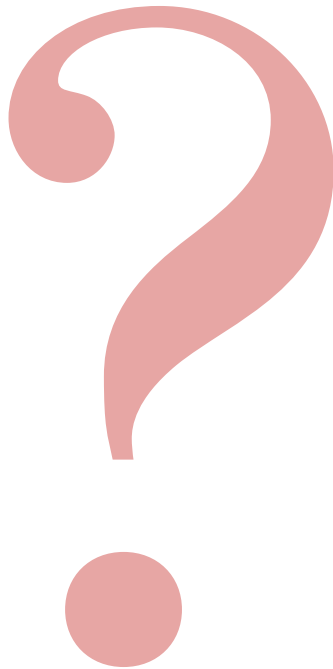
OVERVIEW

During the programme you will receive material and a toolkit that contains the following items that you can use back in the classroom:

- 1** A **GUIDE** THAT COVERS THE RETAIL SUBJECTS
- 2** AN EXPLANATION OF THE **RETAIL VALUE CHAIN** AND AN INSERT ON **WW CAREER PATHS**
- 3** A **POSTER** DISPLAYING THE END-TO-END RETAIL VALUE CHAIN FOR USE IN THE CLASSROOM

The Inside Retail Lecturer Development Programme is our way of contributing towards skills development for our sector / country and it plays an important role in preparing students for the exciting world of retail.

**AFTER SPENDING A WEEK INSIDE OUR
RETAIL ENVIRONMENT, WE HOPE WE
HAVE EQUIPPED YOU WITH INSIGHTS
THAT WILL MAKE A DIFFERENCE TO
YOU AND YOUR STUDENTS**



Please take the time to answer the following questions in your notebook. You will be presenting your answers back to the bigger group in the form of a group presentation per college. Further details will be discussed during the 5 days with us.

- 1** WHAT IN THE RETAIL PROGRAM WAS **MOST RELEVANT TO YOU?**
 - 2** WHAT HAVE YOU CHANGED OR **INCLUDED IN YOUR LECTURES?**
 - 3** WHAT HAS THE FEEDBACK BEEN **FROM THE STUDENTS?**
 - 4** WHAT ADDITIONAL ASSISTANCE FROM RETAIL WOULD **HELP GOING FORWARD?**
 - 5** WHAT SHOULD WE **KEEP/DROP/CREATE FOR THE NEXT PROGRAM?**
 - 6** WHAT WAS YOUR **HIGHLIGHT FROM THE WEEK?**
-

QUOTES

FROM INSIDE RETAIL PARTICIPANTS

The lecturers said they have gained:

- An understanding of the overall retail value chain
- The ability to make lesson plan more practical and integrate more aspects about retail
- Exposure to the job opportunities that exist in retail
- Insight into how living the WW values can make them a better lecturer
- An appreciation of the innovation that goes into creating a product
- An appreciation of the importance of technology

Gillian Vosloo, a lecturer at W&RSETA, described the experience as “A magical experience that provided eye opening moments into the world of retail and increased respect for retailing as well as increased awe from a customer perspective in terms of the Woolies brand and what it represents.”



“I would like to take the sense of “belonging” that I have experienced this week and implement it with the knowledge and values of woolies to the class and share with all my students.”

Lecturer Lizhette Grobler
Boland College



“I wish I could turn back the hands of time and teach my students what I know now about retail. I would have taught very differently.”

Nathaniel Masiza
College of Cape Town lecturer

College of Cape Town lecturer **Sonia Nosisa Mata** described the retail internship as “an astounding experience!”. “My perception about retail has totally changed, it was very interesting & informative !!! Thank you so much Woolworths!!!”



...INCREASED AWE FROM A CUSTOMER PERSPECTIVE...

“I got an insight to the job opportunity that exist in the retail. Now I am prepared to go to class and put my theory lesson in to practical. I personally learnt to implement the values of the company to anything that touch with your hand.”

Lecturer Siyakha Mbontsi
False Bay College

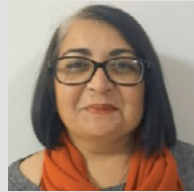


**‘ TO MAKE A DIFFERENCE
BECAUSE WE CARE
ABOUT OUR CUSTOMERS,
OUR PEOPLE, OUR PRODUCTS,
OUR COMMUNITIES
AND OUR PLANET ’**

OUR PART NERS



DELEGATE PROFILES



Amierah Alie

Lecturer

My Role Involves... Lecturing mathematics and mathematics literacy at Boland College.

What Are Your Expectations Of The Workshop?

I hope this workshop will allow me to become part of the mainstream business practice and future direction in terms of key issues in the wholesale and retail industry. This structured workshop can enhance the current developments in this sector. The opportunity to experience insight into Woolworths (one of the biggest retailers in South Africa) day to day operations in order to:

- Source work opportunities for students as growth in this sector has been more than 100% over the past few years
- Relevant work experience to enhance effective teaching methods in classrooms
- Gain resources to stimulate students visually
- Stay abreast on current developments in this sector through continuous interaction via MOODLE.

I am excited to be part of this new gateway of partnering with a major corporate for personal, intellectual and academic growth.



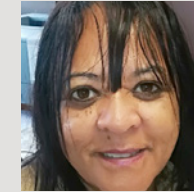
Jesme Crouse

Lecturer

My Role Involves... I am teaching Computer subjects at the College. Teaching in Office Admin and also Life Orientation Computer Skills. Also Computer Practice N4.

What Are Your Expectations Of The Workshop?

This is all new to me! I really don't know what to expect from the workshop. I hope to learn a lot there and come back with a lot of information that I can use at the College. Also help me to implement it on Moodle!



Nateshia Mcombring

HOD: Fundamentals

My Role Involves... Managing all the subjects which forms part of the Fundamentals Program and the daily activities on campus. Provide support to the lecturers in the Program.

What Are Your Expectations Of The Workshop?

To help me understand:

- the aspects in Wholesale and Retail, because it will add value in the classroom and WIL training;
- how to use a blended approach with online function;
- how to use Moodle in a classroom environment;
- how to apply the relevant workplace experience in a classroom environment;
- what to do to stay abreast with current developments in the sector;
- what facilities and equipment colleagues will need to perform the outcomes of this sector

Lastly I cannot wait to be part of this structured workshop because of the value of networking opportunity for myself, my colleagues and the students.



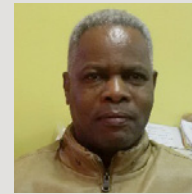
Naomi Matroos

Senior Lecturer - Wholesale & Retail: Level 2, 3 & 4
Financial Management: Level 2

My Role Involves... Teaching the outcomes as stipulated in the Subject Guidelines & Preparing the students for the world of work.

What Are Your Expectations Of The Workshop?

- To be exposed to the "REAL WORLD" of Wholesale and Retail; what really happens in retail stores and the DC.
- To gain first-hand knowledge of wholesale and retail by being placed in the world of work.
- To be allowed to perform the work duties in the different departments of retail stores.
- To perform the duties of a picker by using the different methods of stock picking in a DC.
- To perform the duties of a supervisor; supervising the different departments in the stores.
- To perform the duties of a receiving clerk; recording/capturing stock coming in to the store.
- To perform the duties of a dispatch clerk, checking and recording stock going out of the DC.
- To analyse and interpret the performance reports/ Profit and Loss account of the store to get a better understanding.
- To understand shrinkage and the impact on the Gross profit.
- To reconcile the takings of the cashiers & record overs and shorts.



Phenius Dickens

Lecturer

My Role Involves... Lecturing; Assessing; Marking; Moderating and General class-room Management.

What Are Your Expectations Of The Workshop?

Learning more about Woolworth management systems as this will enhance my lecturing skills in entrepreneurship and other related subjects.

Interesting Facts About Me:

I love commercial world where there's competition to produce world class goods and services which will benefit the customers' needs and wants. I also want to see businesses built on solid foundations. I also believe that sport plays a pivotal role in the lives of the workforce.



Clayton Fortuin

Lecturer/Facilitator

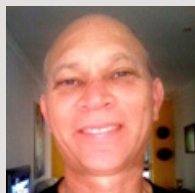
My Role Involves... Lecturing, facilitating, assessing, moderating, marking, and setting up of question papers, student attendance management as well as general departmental and academic administration.

What Are Your Expectations Of The Workshop?

Learning more about retail and what it entails. I'm also looking forward to learning how to approach customers with a personalized warm welcome. Probe politely to understand customer's needs, present a solution and listen and resolve issues or concerns. Learning all the deeper details of how the company operates and how Woolies manages to be so successful in their operations.

Interesting Facts About Me:

"Success belongs to those who believes in the beauty of their dreams" I am a dreamer, who firmly believes that in order to be dreamer I have to be an achiever. I am a fast learner, hard worker, bright personality and someone who goes the extra mile where help is needed. "The journey of a thousand miles starts with a single step"



Charles George

Facilitator

My Role Involves... Facilitation of English for Communication, Level 1 for youth Focus Programme.

What Are Your Expectations Of The Workshop?

Learning more about the Wholesale & Retail Sector and how this knowledge could assist my learners in their own journey into the world or work.

Interesting Facts About Me:

- I have a Masters degree in General Linguistics with a specialization in Second Language Acquisition & Teaching
- I have accumulated about 20 years' experience in the field of Lecturing, Facilitation, Teaching, and Training & Development
- I have both academic (University and College) and corporate (Financial Services) working experience
- I am married to Nazneen Lalla and have one daughter, Amaarah (and a cat, Tiger in the family)



Karen Jean George

Lecturer

My Role Involves... I am currently lecturing in the Business department of the Cape Town City College, Gugulethu campus. I have recently graduated from Nelson Mandela University with my MBA degree in 2017 as a part time student. I received a distinction for my research thesis "A SUSTAINABLE FRANCHISE VENTURE FRAMEWORK FOR NEW FRANCHISES IN SOUTH AFRICA".

I am a qualified South African teacher and trainer with international teaching experience and am dedicated to learning and giving back to our community. My varied experiences also include being a business owner and I am passionate about drawing from my experiences to give back to our students.



Nicky Hanna

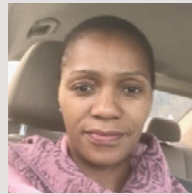
Post Level 1 Lecturer

My Role Involves... teaching Financial accounting to NATED (post-matric) learners.

What Are Your Expectations Of The Workshop?

I am looking forward to learning all about Woolies retail and meeting new people. Some interesting facts about me are that I enjoy travelling and attending air shows. I also like walking, listening to music, reading and eating donuts.

I am looking forward to attending your Inside retail 2018 lecturer development programme.



Nomhle Raziya

Lecturer/Facilitator

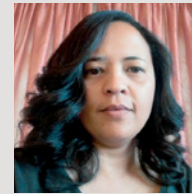
My Role Involves... Lecturing, facilitating, assessing, moderating, marking, and setting up of question papers, student attendance management, liaising with parents, building relationships with businesses for student participation in work-based exposure (WBE), assisting with co-ordination of student excursions, supporting in the College Open Day for our department and general academic administration.

What Are Your Expectations Of The Workshop?

Learning more about the Woolworths management of products they have in retail, how they deal with their suppliers, their creative marketing advertising processes and the process involved when they employ people.

Interesting Facts About Me:

I love good South African brands, how marketing contributes to entrepreneurial aspirations in our county, seeing development in the educational sphere, fascinated by the beauty, culture and people of South Africa. I enjoy touring local destinations and finding out new things.



Deborah Small

Lecturer

My Role Involves... Teaching in Business Studies department. I am also responsible for the WBE component of Office Admin Level 4 students.

What Are Your Expectations Of The Workshop?

I have starting teaching Wholesale and Retail L2 this year and with fairly limited retail experience from many years ago, I am navigating my way through the subject content. I am hoping that this workshop will provide me with more insight into the behind the scenes operations of the retail environment to enable me to teach better.

I believe that experience is the best teacher and being able to experience the environment for myself can only enhance my teaching practice. I am also looking forward to meeting new colleagues from other colleges and learning from them.



Dianne van de Vent

Facilitator

My Role Involves... facilitation of core and electives unit standards for the youth focus programme level 1 &2.

What Are Your Expectations Of The Workshop?

Learning more about the wholesale and retail sector.

Interesting Facts About Me:

I have qualification in facilitation, assessor, skills development facilitator.



Cherie Wilken

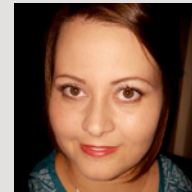
Senior Lecturer

My Role Involves... Overseeing all operations in terms of the student relations as well as lecturer role and responsibilities.

What Are Your Expectations Of The Workshop?

I am truly excited to do research and consult with industry professionals as well as the facilitator order to determine the most effective methods and techniques of presenting and selling our service.

Further to the aforementioned, I would like to gain product knowledge, market/industry orientation, selling skills, organisation and territory management and maybe touch on legal and ethical issues that might be included in the training.



Elaine Maritz

Snr Lecturer

My Role Involves... Teaching and learning.

What Are Your Expectations Of The Workshop?

I expect nothing but the best to be offered by Woolworths in terms of content delivery but the most important thing that I would want to gain from this workshop is real life experience that I can take back to my classroom and practicum room. I am hoping to gain confidence in the subject area of wholesale and retail in practice not just theory.

It is easy to teach a set curriculum but to make it relevant and relatable to a student can be a mountainous task and that is why I am so looking forward to seeing how the theory is put into practice in such a giant in the wholesale and retail industry.



Farirai Chitsa

IT Lecturer

My Role Involves... Facilitating the following subjects: -

- Quantitative Techniques
- Information technology service management (ITSM)
- Systems analysis and design
- Computer programming (VB)

Prepare resources, notes as well as assessments for the students.

What Are Your Expectations Of The Workshop?

I am looking forward to know how the company runs its business especially when it comes to service management, what are the standards and challenges in terms of service delivery and customer satisfaction. This information will help much in delivering ITSM to my students.

Interesting facts about me is I'm lecturing systems development as well as analysis and design, among other subjects, so this can also be an opportunity to get the exposure and get an update of trending systems as well as programming platforms running in companies, keeping in mind that my role is to produce future marketable and competitive systems analysts and developers.



Melanie Geen

Business Studies Lecturer

My Role Involves... Prepare & deliver lectures, develop & assess students, Overseeing marking/ feedback moderating /double marking for consistency of marking and feedback) Manage student issues

What Are Your Expectations Of The Workshop?

To gain knowledge to perform my duties better. I am hoping that it will assist me in implementing any project related to this course, also to share my expertise on coaching, leadership and personal development with my students.

I am hopeful that this experience will enhance my knowledge in the area of business management and entrepreneurship. The ability to use my techniques learnt from this course and using this to maximising the skills of our potential entrepreneurs.

To share the knowledge gained from this workshop with my students and colleagues alike. To learn much about production and real life management vs theory in the classroom.

I am hoping that this training will assist me to excite and propel others to tackle challenging creative tasks once they have completed their studies.



Nazeema Sayed

Occupational Health and Safety Lecturer

My Role Involves... Lecturing students on different short courses that the UIF is currently running (e.g. kitchen cleaning and table attendants) which covers Occupational Health and Safety. Marking these students work to see if they are competent or not on different Unit standards covered.

What Are Your Expectations Of The Workshop?

My expectations are to learn about the way in which Food Safety is implemented in the stores as I am a Food Safety Auditor and would like to be on the other side to see how the Food Safety Management System is implemented not only in stores but in the DC'S as well.

It would also be interesting to know more about your suppliers and what standards they have to conform to whether it be a Basic Hygiene Program just covering GMP'S or PrP's or HACCP or Iso 22 000: 2005. I would like to know how to measure customer satisfaction and how is customer satisfaction achieved.



Nceba Mbatyazwa

Lecturer

My Role Involves... Teaching, coaching, mentoring, motivating and inspiring students.

What Are Your Expectations Of The Workshop?

I am expecting by the end of the workshop to understand the whole operation of Woolworths and the retail business at large.

In specific I would like to find out more about your suppliers; how do you choose them and how do you do quality assurance.

How do you ensure that all your stores are profitable/ sustainable?



Ntombizandile Machanyana

Lecturer

My Role Involves...

- preparing lessons, making them as interesting as possible
- Mark learners work /activities
- Manage and monitor classroom
- prepare homework, assignments and assessment
- prepare resources for the classroom
- assist children to learn
- Moderating Papers and Students Script

What Are Your Expectations Of The Workshop?

To learn more about retail environment and their processes so that I can take back whatever that I have learned to my students I also expect some kind of interaction. I tend to stay away from anything that sounds like the presenter will just lecture the entire time.

The workshops I like the best is where it invokes some thoughts, ideas, creativity, etc. I also enjoy time to talk to the others around me and hear their ideas.



Sibongile Vungama

ITC - Lecturer

My Role Involves...

- Scheduled teaching contact hours (including practical instruction, mentoring and support)
- Relief teaching
- Extra and co-curricular duties
- Administration (Class registers, lesson plans etc)
- Supervisory and management functions
- Professional duties (Meetings, workshops, official college functions, seminars, conferences etc)
- Planning, preparation and evaluation
- Marking test/exam papers
- Invigilating
- Professional development

What Are Your Expectations Of The Workshop?

The workshop would produce a good professional development, experiential and leads teachers to rethink teaching and learning while providing new ways to approach classroom instruction and organization. Allow lecturers to be willing to take risks and try out new ideas and strategies for professional development experiences to be useful. Assist lecturers to be thoughtful and reflective about professional development experiences, considering what they are learning in the context of their own classroom communities and their own teaching styles.



Vincent Mazibuko

Lecturer

My Role Involves... I am teaching Wholesale and Retail level 4 and I have been nominated to attend Inside Retail Training at Woolworths.

What Are Your Expectations Of The Workshop?

I am humble person, team worker, dedicated and workaholic personas well as life-long lecturer. I am so excited to be part of this important training.

I am looking forward to see you there in June 2018.



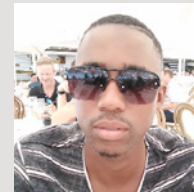
Lungile Pretty Makhoba

Lecturer Wholesale & Retail level 2 - 4

My Role Involves... Lecturing Wholesale and Retail level 2 - level 4

What Are Your Expectations Of The Workshop?

I'm looking forward to be part of Woolies staff for 5 days being trained on daily activities at Woolies and to see the operation of Woolies DC if Possible. Interesting facts about me is I love running.



Blessing Moshoeshoe

Level 1 Lecturer

My Role Involves... Facilitating level 1 learners on Wholesale and Retail. We cover the fundamentals for them too, and we need to ensure that we set them up for success going forward in the wholesale and Retail environment.

What Are Your Expectations Of The Workshop?

To get some extensive understanding of Woolworth's function and contribution to the retail sector. Learn more about Woolworths business and suppliers. Basically what makes Woolworths one of the biggest and successful retail contributors in the retail environment?

This will assist me developing my learners and equipping them on what more and exciting they should expect in the real world of retail after their studies,your team and enable me to help support your brand image.

Interesting Facts About Me:

I'm always looking at new challenging things and discovering new things on how to change the world. I love people and good at motivating them.



Joseph Muzondori

Level 1 Lecturer

My Role Involves... Lecturing, facilitating, assessing, marking, and student attendance management

What Are Your Expectations Of The Workshop?

A broader understanding on why the wholesale and retail industry is one of the fastest growing industries in South Africa. I need to know how we can tailor make our students to be competitive in the retail industry, especially within the Woolworths brand. Learning more about the Woolworths management of products they have in retail, how they deal with their suppliers, their creative marketing advertising processes and the process involved when they employ people.

Interesting facts about me:

Am very happy when I see the positive outcome of my hard work, especially meeting my former students progressing in the wholesale and retail sector. I just love that.



Tracy Phillips

Level 1 Lecturer

My Role Involves... facilitating level 1 learners on Wholesale and Retail. We cover the fundamentals for them too, and we need to ensure that we set them up for success going forward.

What Are Your Expectations Of The Workshop?

I am expecting to get some extensive understanding of Woolworth's function and contribution to the Retail sector. I am very keen on getting an inside view of the Distribution and the culture that Woolworths has adapted in order to truly give the consumer an invaluable Shopping Experience and also the factors that contribute to their success. I expect to learn more in order to pay it forward in teaching.

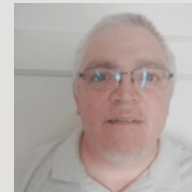
It is always good to learn more about what you are passionate about in order to enlarge your scope in terms of being able to facilitate. I intend to also learn from others and exchanging ideas. I am looking forward to just being a sponge.

Interesting facts about me:

I come from the Industry. I love people.

I am passionate about seeing people move forward and just giving a nudge to assist.

I love to sing.



Nico Zeelie

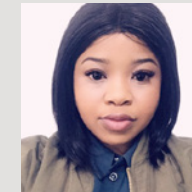
Lecturer

My Role Involves... I am currently lecturing Retail Operations L2 at Northlink College Parow. The work entails the lecturing on the various unit standards as well as assessing students for competence. I spend 4 days in the classroom and on a Friday I visit my students at their places of work

What Are Your Expectations Of The Workshop?

My experience in retail is on an SMME level from an entrepreneurial vantage point. I expect to learn from my peers and tap into their life experiences regarding how W&R has evolved over the past decade plus and to learn, by example, from Woolworths, who I regard as a 1st world retailer, on how things ought to be done.

The practical application will allow me to better sow into the lives of my learners in preparing them for the world of work in retail.



Amanda Valencia Baleni

Lecturer

My Role Involves... Facilitating classes, preparing examination papers as well as moderating them, marking student's assessments and other filing responsibilities and assisting with examination duties.

What Are Your Expectations Of The Workshop?

- To gain exposure/knowledge in the retail industry
- Assist in my professional development and apply in my everyday lecturing what I will gain from the workshop
- Improve my competency in finance or marketing areas in the curriculum
- Merge the "real-world" knowledge with the theory taught in the classroom.



Henko Kleingeld

Lecturer Report 191 Management Assistant and Human Resource Management

My Role Involves... Pitching up with a blank slate and taking in the constructive ways to make me a better lecturer for my students.

What Are Your Expectations Of The Workshop?

I expect to be motivated, energized and ready to go back to work applying new techniques I would learn. I expect to be entertained and inspired.

I hope this week will bring new life to the way I'm teaching my students by teaching new and insightful ways for me to apply in the classroom and apply new tactics I will hopefully learn during the week.



Vusumzi Masoka

Programme Manager: Report 191 Business Studies

My Role Involves...

- Tuition of business subjects
- Assist with lecturer subject package
- Ensure learning and teaching material are available for the lecturers
- Professional management of Report 191 programs
- Assist HOD in other responsibilities
- Assist in strategic planning for good campus management
- Assist with lecturer and student support as well as lecturer curriculum development

What Are Your Expectations Of The Workshop?

1. Will assist me in professional development in ensuring student learning and development which is relevant to current business world.
2. Improve knowledge and competency of presenting business subjects in class.
3. Able to apply the practical knowledge and combine with theory ensuring better understanding to students.



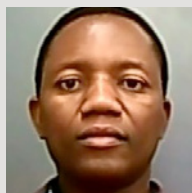
Akhona Mtwesi

Education Specialist (Senior Lecturer)

My Role Involves... Lecturing Entrepreneurship and Business Management and New Venture Creations. Conducting Examinations and student registration. Performance appraisal for General assistance staff.

What Are Your Expectations Of The Workshop?

- To able to learn about the retail setup
- Departmental segmentation
- Exposure to customer service
- Suppliers (how are they selected)
- The structure of the business



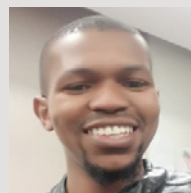
Arthur Mutema

Lecturer

My Role Involves... Teaching wholesale & retail as a subject.

What Are Your Expectations Of The Workshop?

To get value of the exposure to bring it back into the classroom.
 To find value of the workshop for capacity building for colleagues that must also do workplace experience.
 To enrich my teaching methodologies, by bringing some of the workplace experience to the class.



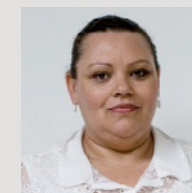
Anathi Zengetwa

Lecturer

My Role Involves... Lecturer of an academic program.

What Are Your Expectations Of The Workshop?

To get value of the exposure to bring it back into the classroom.
 To find value of the workshop for capacity building for colleagues that must also do workplace experience.
 To enrich my teaching methodologies, by bringing some of the workplace experience to the class.



Inger Marrian

Qualifications and Quality Assurance Manager

My Role Involves... Managing the development of Wholesale and Retail qualifications for the sector, managing quality assurance processes that lead to the accreditation of training providers and certification learners and managing capctitioan of TVET lecturers to offer the Retail NCV programme.

What Are Your Expectations Of The Workshop?

The purpose for me attending this programme is to use it as benchmarking exercise to compare the W&RSETA lecturer capacitation with that of Woolworths.

- I hope to learn best practice in dealing with lecturer workplace capacitation and the retail value chain.
- I hope to identify commonalities and differences between the two programmes that will assist both programmes to be enhanced
- I hope to see if there is a way that this programme and the W&RSETA initiatives can be consolidated
- I hope to explore a way where lecturers can gain Continuous Development Points with SACE for attending this programme and the W&RSETA programme.



Zanele Ntakana

Regional Coordinator TVET

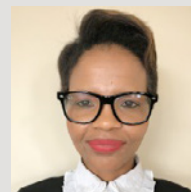
My Role Involves...

- Strengthen SETA/College Partnerships
- Preparation all project reports and grant claim documentation
- Design and develop relevant processes and tools towards efficient administration and systems;
- Conduct site visits to stakeholders for learner verification and monitoring
- Coordinate and manage Skills Facilitators placed at colleges, where applicable
- Bring non-participating retail companies on board to implement / participate in the SETA projects
- Be a link between Qualifications and Quality Assurance Unit and the College in assisting with the facilitation of extension of scope and implementation of programmes

What Are Your Expectations Of The Workshop?

My expectations for this workshop are to have a broader understanding of the retail sector as a customer walking into a store for personal shopping, however and also a person who is working in the retail sector.

To understand the behind the scene effort that goes into the running of the stores/ franchises.



Christine Solilo

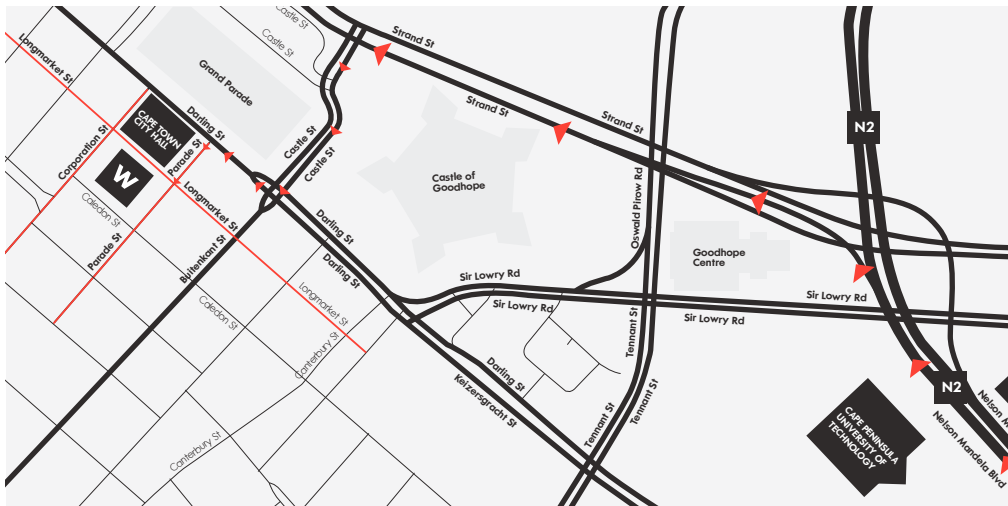
Qualifications and Quality Assurance Manager

My Role Involves... Managing the development of Wholesale and Retail qualifications for the sector, managing quality assurance processes that lead to the accreditation of training providers and certification learners and managing capctioan of TVET lecturers to offer the Retail NCV programme.

What Are Your Expectations Of The Workshop?

I think this workshop will improve my knowledge about the operations & the inside retail. My expectation is to know more about the brand & the different products.

USEFUL INFORMATION



Take Airport Approach Rd to Settlers Way/N2 in Kanana 5 min (4.0 km)

- Head northeast 260 m
- Keep right 800 m
- Keep left 300 m
- Slight right 350 m
- Slight left toward Airport Approach Rd 48 m
- Keep right to continue toward Airport Approach Rd 130 m
- Slight left onto Airport Approach Rd 2.1 km

Follow N2 to Newmarket St in Foreshore. Take the Strand Street exit from Nelson Mandela Blvd/N2

12 min (14.8 km)

- Merge onto Settlers Way/N2 10.2 km
- Keep right to continue on De Waal Dr/N2 1.1 km
- Keep right to continue on Nelson Mandela Blvd/N2 3.0 km
- Take the Strand Street exit 400 m

Continue on Newmarket St. Take Strand St and Lower Plein St to Longmarket St in Cape Town City Centre 4 min (900 m)

- Merge onto Newmarket St 350 m
- Continue onto Strand St 230 m
- Turn left onto Lower Plein St 200 m
- Continue onto Plein St 81 m
- Turn left onto Longmarket St

Destination will be on the right

HEAD OFFICE CONTACT DETAILS

Switchboard Number: 021 407 9111

Street Address: 93 Longmarket Street, Cape Town, 8001

Postal Address: PO Box 680, Cape Town, 8000

ARRIVING AT WOOLWORTHS HOUSE

1 Parking at your own cost (see directional map)

2 Access to the building

You will be met at reception on arrival by a Learning and Development team member to escort you into the building. On arrival you will need to sign the attendance register.

3 Dress Code

Day 1: Professional business attire

Day 2: Casual attire, closed flat shoes, warm jacket/jersey (cold environment at the Distribution Centre)

Day 3, 4 & 5: Black on black attire (top & bottom)

4 Meals

Day 1 & 2: Woolworths will provide all meals

Day 3, 4 & 5: Lecturer must provide own meal

5 Transport

Day 2: **Supplier and Distribution Centre visit**

Woolworths will provide transport from Woolworths House to the Supplier and Distribution Centre. All delegates will be dropped back at Woolworths House at the end of the day.

Day 3, 4 & 5: **Store Attachment**

The lecturer must provide own transport to the allocated store.

6 Store Procedures

Please note that when you are in our stores, you would be required to adhere to our policies and procedures. You will receive further details with regards to:

- Entry and exit procedure
- Security process (when purchasing goods / merchandise)

CONTACT INFORMATION

AREA	NAME	CONTACT
Central L&D	Jeroldine Edwards	021 407 3410
Functional & Technical	Tony Henshilwood	021 481 7111 083 252 9823
Tygervalley Store Mgr	Wayne Gonsalves	021 943 1511 072 880 0981
Cavendish Store Mgr	Melvin Jeffries	021 670 7111 076 920 1427
Adderley Street Store Mgr	Nicky February	021 481 7111 084 227 1788
Somerset Mall Store Mgr	Jacques Oostendorf	021 850 1600 072 733 9090
Canal Walk Store Mgr	Nicholas February	021 481 7111 083 252 9823
Blue Route Store Mgr	Princess Majola	021 710 1420 078 405 3220

**TEAMWORK
MAKES THE
DREAM WORK**

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