

This is a two-part exercise lasting approximately 30 minutes.

Part One – Preparation

You have 10 minutes preparation time

Part Two – Activity

The role-play will last a maximum of 15 minutes

This will be followed by 5 minutes for question from the assessor

You are the Retail Manager for a medium sized store within the Cowell's Supermarket chain. You have been in the role for three months.

You have recently become concerned about Frankie, who is one of your members of staff. After liaising with the previous manager you are aware that Frankie's performance has deteriorated slightly. In order to deal with this, you have asked Frankie to attend a 1-2-1 meeting with you. You have noticed that Frankie has been late on a couple of occasions. You have sales figures relating to Frankie which show monthly sales of £5,000, the average being £10,000. You suspect this is connected to the fact that she has been moved from her role in the stockroom to a customer-facing role on the shop-floor.

You are keen to confront these issues before Frankie's performance and confidence hits rock bottom.

You have 10 minutes to prepare your approach and plan for your meeting with Frankie. The meeting will last up to 15 minutes.

Competencies

Communicating

Results Orientation

People Management

