# Retail and E-tail Industry Quiz

1. How many people does the Retail and E-tail Industry employ in Leicester and Leicestershire?
   1. 42,000
   2. 4,000
   3. 60,000
2. How are physical stores innovating the in-person shopping experience? Which of the following is NOT given as an example?
   1. Beauty Treatments
   2. Music Events
   3. Free Tickets
   4. Cafes
   5. Family Fun Events
3. BooHoo describes retail with 3 words beginning with ‘E’. Which of the following is NOT given as an example?
   1. Ever-changing
   2. Exciting
   3. Evolving
   4. Excellent
4. What are the roles in retail you don’t see? The video mentions 7, how many can you write down?
5. There are four types of physical shopping experiences mentioned. Can you write down the local example given in the video next to each of the below?
   1. Large shopping centres
   2. Small boutique shopping centres
   3. Retail Head Quarters
   4. Shopping experiences

# Retail Industry Skills Activity

What skill did you demonstrate during the Customer Service activity?

Listening – Speaking – Problem Solving – Creativity – Staying Positive

Aiming High – Leadership – Team Work

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| **Situation**  *the situation you had to deal with* |  |
| **Task**  *the task you were given to do* |  |
| **Action**  *the action you took* |  |
| **Result**  *what happened as a result of your action and what did you learn from the experience* |  |