

Grocery Store Workplace Needs Assessment March 2022

**Manager Interviews**

English Skills

<b>Job/ Department</b>	<b>Vocabulary and grammar</b>	<b>Speaking skills</b>
Produce, stockers	Money, prices, products, deals comparatives Where is? How much? Locations (aisles, shelves),	Explain about the prices or deals. When will the produce be here? What is the price? Will the price change? Do you have fresher/ better quality of this?
Ordering and receiving, retail pricing	All of the above	How to talk to vendors Order forms? Computer skills?
Deli department	Products – lots of food vocabulary Prices Weight Adjectives - cuts slices thick or thin	Understands listening but can't speak English. Needs lots of conversation. How many lbs? How much does it weight?
Cashiers	Prices, products, deals	Explain about the prices or deals. Many better at listening than speaking; cashiers need lots of conversation practice, how to speak English to customers. Customer service skills; conflict resolution with unhappy customers.
Supervisors, Mangers	Verb tenses Reading and writing skills Increase vocabulary Increase listening skills (follow a conversation)	Lots of speaking to customers and vendors. Communication skills How to express oneself (vocabulary)

Promotions/Raises

<b>Career Ladders</b>	<b>Skills needed to advance</b>
Stockers, produce → retail pricing, ordering and receiving	Customer service skills! Know all products, some computer skills, English to converse with vendors, product orders
Ordering and receiving → retail pricing, supervisor	Products, English, some math, customer service skills, computer skills (email w/in company and to vendors), invoices, product orders, converse with vendors, manager training
Baggers → cashier	Speak in English, some math, customer service skills.
Cashier → cashier supervisor	English, some math, customer service skills, computer skills (email!), manager training
Bakery, Deli pay raises (only a few employees in these departments)	Creativity, work ethic, customer service skills, teamwork.
For all employees, promotion requires:	Customer service skills are essential. Know how to do everything in their department. Show initiative, propose new ideas for [dept] growth. Work well in a team. Be very honest, hardworking, responsible, respectful – work ethic.

**Managers' suggestion for ESOL classes:**

- Create teams or a buddy system, so students have someone who they can work with and practice the conversations with.

**Managers request future training** (Are there any supervisory skills that you would like to acquire?)

- Communication skills, such as how to speak to a customer to de-escalate a situation
- Managerial training
- How to train employees to be able to problem solve and deal with situations such as customer complaints w/o always needing a supervisor