

Months		SESSION PLAN CLASS-XI Subject-Retail Code-801 Session start-01-07-2025	
11th May-30th June		Summer Vacation	
July'25	1. Fundamentals of Retailing	1.1 Basics of Retailing	Session 1: <ul style="list-style-type: none">Meaning and significance of retail businessOrganized and unorganized retailingDifferent types of retail businessFunctions of Retailer
		1.2 Sales Associate Services to Customers	Session 2: <ul style="list-style-type: none">Concept of CustomerDifference between Customer and ConsumerConcept of Customer ServiceThe 4 P's of Customer ServiceCustomer satisfaction and its importance
August'25		1.3 Skills for Handling Retail Business	Session 3: <ul style="list-style-type: none">Meaning of SkillEssentials of Skill DevelopmentSkills for Sales Associate
	1.4 Duties and Responsibilities of Sales-Associate	Session 4: <ul style="list-style-type: none">Duties and Responsibilities of Sales-AssociateSpecial activities of Customer Service Associate	
	ACTIVITY	<ul style="list-style-type: none">A field visit to learn the skills for handling retail business.Demonstrate the duties of a sales associate in a retail store.Perform the responsibilities of a sales associate in a retail store. (ROLEPLAY)	
September'25	Employability Skills		Self-Management Skills-III
	2. Process of Credit Application	2.1 Features and conditions	Session 1: E- Retailing Logistics <ul style="list-style-type: none">Explain the meaning, advantages and shortcomings of e-retailingIdentify relevance of e-retailing resources, information & communication technologyIdentify success factors for e-retailing
		2.2 Credit Checks and Getting Authorisation	Session 2: <ul style="list-style-type: none">Understanding the Features and conditions for credit salesCharacteristics of Credit SalesDefinition of Retail Credit facility and structure of credit agreement.Essential elements of contract of saleDifferentiate between Condition and Warranty
Mid Term Examination: 16th September'25 to 1st October'25			
October'25	2. Process of Credit Application	2.3 Processing Credit Requisitions	Session 3: <ul style="list-style-type: none">Discussion on credit requisitionIdentify the various process of credit facilities to customers
		2.4 Techniques for Determining Credit Worthiness	Session 4: <ul style="list-style-type: none">Apprise the concept of CreditworthinessIdentify methods to check the CreditworthinessDiscuss the techniques of Creditworthiness
		ACTIVITY	<ul style="list-style-type: none">A role-play to learn the process of credit sales in retail business.Make a presentation on checking the creditworthiness of a borrower.Demonstrate the knowledge of techniques used for determining credit worthiness of customers.
November'25	3. Mechanism for Customers to Choose	Employability Skills	
		3.1 Methods of Selling	Session 1: <ul style="list-style-type: none">Understanding the various methods of Selling.Meaning, Needs and Procedure for arrangements of Products
		3.2 Sales Promotional Activities	Session 2: <ul style="list-style-type: none">Understanding the Sales promotional activities.Objectives of sales PromotionSales Promotion TechniquesAcquire knowledge of the nature of product
December'25		3.3 Responding to Questions and Comments	Session 3: <ul style="list-style-type: none">Logical questions with CustomersDealing with different types of Customers
		3.4 Techniques of Closing a Sale	Session 4: <ul style="list-style-type: none">Factors influencing the closing of SalesTechniques of closing a Sale
		ACTIVITY	<ul style="list-style-type: none">Prepare a chart on different methods of selling in different retail formats.Demonstrate the proper checking of the product packaging.
1st Jan'26-15th Jan'26		Winter Break	
	Employability Skills		Entrepreneurial Skills-III
		4.1 Providing Product Information	Session 1: <ul style="list-style-type: none">Meaning and features of a ProductNeed for product informationWays of providing product information
		4.2 Techniques to	Session 2: <ul style="list-style-type: none">Meaning of Customer Motivation

January'26	4. Specialist Support to Customers	Encourage	<ul style="list-style-type: none"> Ways to motivate customers to buy Customer Service Policy
		4.3 Provide Personalised Service	Session 3:
			<ul style="list-style-type: none"> Customer Service Standards Customized Sales Support Steps involved in Personalised sales support
		4.4 Post sales Service Support	Session 4:
			<ul style="list-style-type: none"> Meaning and Types of Post sales service support Discussion on Customer Data Protection of Customer Data Types of promises to customers.
		ACTIVITY	<ul style="list-style-type: none"> Demonstrate the various techniques for closing a sale. Identify the types and techniques of closing sales.
		Employability Skills	Green Skills-III
February'26	5. Health and Safety Management	5.1 Health and Safety Requirements	Session 1: <ul style="list-style-type: none"> Understanding the meaning of health and safety Health and safety requirements laid by the retailer and the Law.
		5.2 Equipments and Materials	Session 2:
			<ul style="list-style-type: none"> Types of potential risks at Retail store Equipment used for health and safety in stores Dealing with risks at retail outlets.
		5.3 Dealing with Accidents and Emergencies	Session 3:
			<ul style="list-style-type: none"> Reasons for accidents in Retail store Meaning of Emergency Emergency Action Plan
		5.4 Reporting Accidents and Emergencies	Session 4:
			<ul style="list-style-type: none"> Meaning of Reporting Legal Policies and Procedures for Retailers System of reporting in emergency and accidents.
		ACTIVITY	<ul style="list-style-type: none"> Perform the role-play on need for motivating customers to buy products in a given condition. Classify the policies for providing information to the customers.