

SESSION PLAN CLASS-IX			
SUBJECT-Retail			
Code-401			
Session start-01-04-2025			
Months			
April'25	1.Introduction to Retail	1. Basics of Retailing	Session: Observe the basic functions and requirements of retailers in the retail store. • Meaning of retailing • Function and essential requirements of retailers • Retailer's services to customers
		2. Organised and Unorganised Retailing	Session: List the different formalities required for organised and unorganised retailing. • Meaning of organised and unorganised retailing • Differences between organised and unorganised retail.
		3. Store and Non-store Retailing	Session: List the different formalities required for store and non-store retailing. • Meaning of store and non-store retailing • Classification of store and non-store retailing • Identify the various store retailing from the given retail Formats. • Identify the various non-store given retail formats.
		4. Indian and Global Retailers	Session: Meaning of Indian and global retailers • Major player of Indian and global retailers • Differentiate between Indian and global retailers
1st may'25-10th may'25		Employability Skills	Communication Skills-I
11th may'25-30th may'25			Summer Vacation
July'25	2. Receiving and Storage of Goods	1. Classification of Goods	Session: Meaning of goods • Types of consumer goods • Give example of consumer and durable goods
		2. Procedure for Receiving and Dispatching Stock to Stores	Session: Describe the receiving procedure. • Dispatching stock to stores • Refusal procedure of goods delivered • List out the various check points while receiving goods
August'25		3. Storage of Goods in Retail Operations	Session: Meaning and need of storage of goods • Techniques of storage of goods • Precautions for storage of goods • Advantages of various storage techniques • Recording procedure of goods received
September'25		4. Process of Goods Handling	Session: List steps in goods management process in a given situation. • Importance of goods handling • Precautions to be taken while handling good Session: Operate various types of material handling equipments • Name the types of material handling equipments. • Factors affecting selection of equipments. • Manage material handling services performed during retailing process.
		Employability Skills	Self-Management Skills-I
Mid-Term Examination-1st September'25 to 1st October'25			
October'25	3. Stock Levels in Storage	1. Stock Levels in Retail Stores	Session: Meaning of stock level • Types of stock levels • Need for managing stock level in retail
November'25		2. Documents Required for Stock Handling	Session: Documents for stock receiving • Procedure for checking stock levels • Reporting deviations
		3. Reporting Storage Space	Session: Concept of floor plan • Allocation of space • Types of space • Shortage storage space
December'25		4. Handling Equipment	Session: State various types of material handling equipment. • Meaning of handling equipment • Factors affecting selection of equipments. • Types of handling equipment in retail store • Functions of the handling equipment in retail store
11th Dec'25-15th Jan'26		Employability Skills	Entrepreneurial Skills-I
Winter Vacation			
January'26	4. Customer Service	1. Customer Needs and Service	Session: Explain customer needs and customer service. • Meaning of consumer and customer • Basic needs of the customer at retail outlet • Customer service concepts • Role of customer service in retail • Elements of customer services • Advantages of customer service
		2. Effective Customer Service	Session: Describe effective customer service. • Effective customer service • Dealing effectively with customer at retail outlet • Effective ways to build customers rapport
February'26		3. Organization Standards	Session: Demonstrate the organization standards by appearance and behaviour. • Standard set for staff appearance • Precautions taken by male and female staff • Staff behaviour in organization • Dealing with the customer • Dealing with the superior • Dealing with the colleague
		4. Customer Expectation	Session: Identify and confirm customer expectations • Meaning of customer expectation • Identify customer expectation • Customer expectation from retailer • Confirm customer expectation • Respond to customers
March'26		Employability Skills	Green Skills-I
Annual Exams			