

## The First workshop-Know more about Dairy Farm

The workshop was held on 1-3-2013 after school. The staff from the company, Dairy Farm, introduced their company to us. It provided us an opportunity to know about Dairy Farm.

Dairy Farm is set up by Sir Patrick Manson and a cow called William in 1886. Nowadays, the company employed over 15000 staffs.

Dairy Farm is not a company just selling dairy product and milk. The services provided by Dairy Farm include retail and logistic. Some well-known shops such as Wellcome, Mannings, Market Place and 7-Eleven are under the banner of Dairy Farm.

The staff also introduced us some useful working knowledge such as the requirement of getting a job, and the different responsibility of different staff at some position.

We enjoy listening to the speaker, they are nice, talkative and cheerful. All the members in our group enjoy the workshop. We found the information interesting and useful. We have a more understanding about the work of different people.



*The speaker was introducing the company.*



*Our schoolmates are listening to the speaker*

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# Fruitful Experience in Dairy Farm

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## Introduction

On 19<sup>th</sup> April 2013, we visited the Dairy Farm Company Ltd. in Lai Chi Kok. At first, we have a 30 minutes introduction, recalling the information we have come across during the last briefing. In the introduction, the speaker not just talked about the background information about Dairy Farm, but also some interviewing skills. In the next 15 minutes, we have the chance to try to fill in the application forms, which we have to assume that we were applying for a store manager trainee.



## Group Interview

After we have finished, we were divided into two groups, one group for the mock interview, while another for the written test. In the 25 minutes mock interview, we were asked to conduct it in form of a group. The questions asked by the interviewers are all frequently asked interview questions. Thus, we can be prepared for the real interviews in the future.



## Written test and visiting

For the written test, we were given a real written test which was originally requested to be done by applicants for 7-eleven store managers. Lastly, we had about 15 minutes to walk around the recruiting department of Dairy Farm. Interviewing rooms with different themes were shown to us.



## The Third workshop - Cashier Training

On the 19<sup>th</sup> June, 2013, we were given a valuable chance to receive cashier service training in Dairy Farm Recruitment Centre. The workshop was divided into three main parts – Lecture, practical work and Q&A section.

Cindy, a senior cashier working in Wellcome, is the lecturer of the workshop. She began the lecture by briefly introducing the basic operations of a cash register. She then taught us the steps of manipulating the cash register during the payment process. A short video clip was played for better illustration. The video showed us how to be a competent cashier in a real life situation. Cindy also explained the proper manners of a cashier such as greeting the customers, maintaining eye contact with them and wearing a smile all the time.



■ An introduction of a cash register

After digesting the cashiering skills presented by Cindy, it was the time for us to put the skills we learnt into practice. Under the guidance of the staff from Dairy Farm, we had a series of hands-on training on using the cash register. We learnt how to manipulate the cash register, ring up sales, weigh commodities to determine their prices, scan the barcodes positioned on the commodities, collect payments (by cash, Octopus cards, credit cards and vouchers) and issue receipts to customers.



■ A student manipulating the cash register

In the Q&A section, students were free to ask questions to know further the duties of a cashier. Students asked questions on the delivery service, the return of commodities and the use of RMB in Hong Kong supermarkets. These questions not



■ End of the day~



only provided us more background knowledge, but also let us realize and appreciate the diligence of cashiers. We then ended the day by taking a group photo together.

After joining the cashier training day, we learnt the technical skills of being a cashier. The workshop deepened our understanding towards the job duties of a cashier. Before the training workshop, we thought that being a cashier is quite simple, just pressing a few buttons and receiving payments from customers, but after the workshop, we learnt the hard work of being a cashier and we would like to pay our highest tribute to all cashiers. Besides, we also realized that serving customers with hospitality is always the goal for the retail industry. Lastly, we would like to thank the staff of Dairy Farm, who guided us through the workshop with patience and amiability. It was such a fruitful day that we all enjoyed it very much.