



**COURSE NAME:** Retail Outlet Attendant

**NSQF LEVEL:** 4

**REFERENCE ID:** HYC/Q3101

**ALIGNED TO:** NCO-2004/5245.0101

**Brief Job Description:**

Individuals need to work at fuel station and fill required quantity and appropriate type of fuel (petrol, diesel, and CNG) in the vehicles, while following standard safety procedures. The individuals at the job also need to complete and close financial transaction for the services rendered.

**Personal Attributes:**

This job requires the individual to be at the fuel station under demanding physical working conditions during working hours. The person should be physically fit to perform assigned duties. Individual must demonstrate skill for customer sensitivity and foresee potential obstacles that may occur. He/she must be observant and detail oriented, and should display presence of mind at all times. Individual must have good conduct and should be able to communicate effectively.

## Module 1 : Introduction

- |  |
|--|
| • What is oil and gas sector                     |
| • Three Segments of oil & Gas                    |
| • Oil & Gas industries in India                  |
| • Role of retail outlet attendant (Oil & Gas)    |
| • Learn signs, notices and/or cautions at sites. |
| • Grooming & Communication Skills                |
| • Conduct fuel station activities                |
| • How to perform Pre-Fulling Activities          |
| • How to perform Fulling Activities              |
| • How to perform Post-Fulling Activities         |
| • Basic technical knowledge and general skills   |
| • Basics of Computer                             |
| • Basics of Microsoft office                     |
| • Basics of Internet                             |
| • Basics of Email writing                        |



## Module 2 : Sustain Safe and Secure Working Aura

- Safe and secure environment
- How to use CO2 & dry extinguisher(video)
- CNG (compressed natural gas)
- Safety while handling CNG: 1) General safety rules for CNG Pumping station 2) safety instructions for filling CNG Vehicles. 3)safety Instruction for CNG customers
- Group Discussion
- Elements of CNG pumping station
- Facilities provided @ retail outlet
- Organisational and technical knowledge
- Professional Skills
- Basics of listening skills
- Basics of Microsoft word
- Interaction with SME
- Interaction with Corporate
- Conflict Management
- Interpersonal Skills

Assessment for Module 2

## Module 3 : Sustain Fitness, Hygiene and Customer Oriented Services

- Ensure cleanliness around workplace
- Video on Cleanliness
- Elements of effective cleanliness @ workplace
- Follow personal hygiene practices
- Take Precautionary health measures
- Organisation & technical Knowledge
- Maintain Customer Centric Service
- Understanding customer need
- Achieving customer satisfaction by giving quality service.
- Basics of Microsoft Excel
- Basics of Microsoft PowerPoint
- Basics of Concall
- Basics of Video call
- Importance of team
- Objection/ rejection handling

Assessment for Module 3

Interaction with Subject Matter Expert

Certification