



Pet-Bliss



#WPEP-2413956



PET BLISS, BLOCK 2, Newtown Bus and Ent
, Newtownmountkennedy, Co. Wicklow, A63
XV26



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



30/09/2025



25/11/2025

How to apply

Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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Pet Shop Customer Service & Sales Assistant - WPEP Scheme

Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

Job Description

Under the guidance of our knowledgeable staff, you'll learn to:

Deliver Outstanding Customer Service: Develop confidence in greeting and assisting a diverse range of customers,

learning how to tailor advice and support to their unique pet needs.

Build Sales Skills: Gain practical experience in product recommendation, upselling, and achieving sales targets, all while learning ethical and customer-focused sales techniques.

Understand Inventory Management: Assist with stock control, from receiving deliveries to organising displays, and learn how effective inventory practices keep the shop running smoothly.

Expand Pet Care Knowledge: Deepen your understanding of pet products and care trends, enhancing your ability to offer informed advice and support to customers.

Master Point-of-Sale Operations: Receive training in cash handling, processing transactions, and managing refunds, ensuring accuracy and professionalism at the checkout.

Maintain Store Standards: Learn best practices for keeping the shop clean, safe, and inviting, including basic health and safety procedures relevant to a pet-friendly environment.

Develop Teamwork & Communication: Work collaboratively with experienced team members, building strong communication skills and contributing to a supportive workplace culture.

Role Description

This is a training and work experience opportunity; no prior experience in this role is necessary. Accredited and/or sector recognised training will be provided to support your placement. Participants are eligible to participate in the WPEP QQI Work Experience Module which was developed by the Education & Training Boards in collaboration with the Department of Social Protection. This optional module will fulfil your accredited training requirements for the WPEP.

Informal Training (40 hours):

- Customer service best practices, including greeting and assisting customers
- Product knowledge: learning about food, toys, accessories, and care items for a range of pets
- Sales techniques: upselling, cross-selling, and building customer loyalty
- Inventory management: stock control, receiving deliveries, and visual merchandising
- Point-of-sale (POS) system operation, including cash and card handling, processing refunds, and daily reconciliation
- Store maintenance: cleaning, tidying, and ensuring a safe, welcoming environment
- Health and safety procedures relevant to a pet retail setting
- Handling customer queries and complaints with professionalism
- Teamwork and communication skills development
- Supporting in-store promotions and community initiatives

Accredited or Sector-Recognised Training (20 hours):

- Animal welfare and care basics
- Pet nutrition fundamentals (sector-recognised training or supplier-led modules)
- Health and safety certification (manual handling, fire safety, or first aid relevant to retail)
- Data protection and GDPR awareness for retail

Any other relevant training provided by industry bodies or local training authorities

- **Sector:** wholesale and retail trade; repair of motor vehicles and motorcycles

Career Level

- Not Required

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 0