



CEEPLAND LTD



#WPEP-2457007



CENTRA, Newry Street, Carlingford, Co.

Louth, A91 DW29



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



07/07/2026



01/09/2026

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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Customer Service 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

The participant will receive excellent training and will be supported by a store manager who is there to support their retail training, training them to a high standard in all aspects of customer service and retail as outlined below. This busy retail environment generates good work ethics and helps strengthen the participant's personal and interpersonal skills, engaging with the public, colleagues and the line manager. This also helps build confidence and self-esteem.

A training programme will be devised to meet the participant's achievements and will follow with each skill/competency documented on a weekly update. This includes preparing stock, pricing and merchandising, induction in health and safety in the workplace, meeting and greeting customers, and assisting with advice on queries.

The participant will learn to:

- Greet customers warmly, offer advice on products, and ensure each customer feels supported and valued.
- Address customer inquiries and resolve any concerns promptly and professionally.
- Operate the computerised point-of-sale system to process purchases, returns, and exchanges accurately.
- Handle cash and card payments with attention to detail and professionalism.
- Assist with receiving, unpacking, and organising deliveries.
- Ensure shelves and racks are well-stocked and displays are visually appealing.
- Conduct inventory checks and help maintain accurate stock records.
- Help set up and maintain product displays.
- Keep the store clean, tidy, and welcoming for customers.
- Assist in arranging and maintaining backroom storage areas.
- Work closely with team members to ensure the store operates smoothly.

- Support colleagues during busy periods and assist with special events or promotions.
- Participate in structured training sessions to develop skills in customer service, sales, and retail operations.
- Follow workplace safety protocols, including safe handling of stock and maintaining clear walkways.
- Report any issues or hazards to supervisors promptly.

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.

Formal Training:

- Centra Induction
- WPEP QQI Module
- Off Licence Regulation Training
- Food / Deli Preparation
- Merchandising
- Time Planning and Management
- Customer Care
- Communication Skills
- Teamwork
- Adaptability / Problem Solving
- Health and Safety Skills

Informal Training:

- Customer Service
- Teamwork and Communication Skills
- Maintaining operational standards consistent with store operating procedures
- Ensuring interaction with customers is carried out in a courteous and professional manner
- Ensuring agreed stock management procedures are observed and merchandising and window display opportunities are maximised at all times

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

Career Level

- Not Required

Candidate Requirements

(Essential)

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