



Sell Things
to People

Salesperson

Other names for this job

Customer service representative,
sales clerk, store clerk

What do salespersons do?

Salespersons sell things to customers. They help customers. Salespersons work in many kinds of stores. For example, clothing stores, bookstores and **home improvement stores**. Salespersons may work part time or full time.

Meet a salesperson

Dev is a salesperson. He works in a small home improvement store. It sells tools and **building supplies**.

Here are things that Dev does:

- He says hello to customers. He asks, “Can I help you?”
- He shows tools and supplies to customers.
- He answers questions. He tells customers about sales.
- He uses a **cash register** and a credit card machine.

- Sometimes customers return things. He gives them a refund.
- He gets tools and supplies from the **stockroom**. He puts them on the shelves.

tip

Do you see words in **bold**?
You can look up these words at
alis.alberta.ca/ERdictionary.





What is Dev's work like?

Dev works inside the store. He works part time. He works evenings and weekends.

Dev wears a uniform shirt and a name tag. Dev has to stand and walk a lot at work. He has to lift tools and supplies. These things may weigh up to 10 kilograms (about 20 pounds).

Dev has to know about tools and building supplies. Customers ask him questions. For example, "How do I use this tool?"

Do you want to be a salesperson?

- You need to be clean. For example, your hair must be clean and tidy. Your hands and fingernails must be clean.
- You must work with numbers and prices. You have to be quick. You must be correct.
- You have to be polite to the customers. Sometimes you need to be **patient** with them.
- You need to **work well under pressure**. For example, sometimes Dev is very busy. Many customers want his help.
- You have to be able to plan your time. For example, you have to decide what to do first.



What education does a salesperson need?

Salespersons don't need a high school **diploma**. In small stores, salespersons learn on the job. Large stores have their own training programs.

You can ask your **career advisor** or tutor about working as a salesperson.

What can salespersons do in the future?

Salespersons can work in many kinds of stores. Some salespersons sell things on the telephone. They have to speak clearly. They have to talk about different products or programs.

Salespersons with **experience** may become **supervisors**.

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How much does a salesperson make?

A salesperson usually makes between \$15.00 and \$20.77 per hour.

Some jobs pay new workers more and some pay less.

Some salespersons don't get hourly pay. They get a commission. They get paid for how much they sell. For example, Mike is a car salesperson. Last week he sold a car for \$25,000. He made \$200.

Other jobs to think about

Cashiers use cash registers. They work in many kinds of stores. They **scan** items and print customers' **receipts**. They give change to customers.

Floral designers arrange flowers. They take orders from customers on the phone. They ask questions. For example, "What colours do you want? How much do you want to spend?"

Telemarketers phone people or businesses. Sometimes telemarketers try to sell things. Sometimes they do surveys. Sometimes they ask for donations. For example, people donate money or clothes to help other people.

Do you want more information?

You can find the information below at alis.alberta.ca/occinfo. Or you can ask your career advisor or tutor.

- OCCinfo profile: Retail Salesperson
- Easy Reading Dictionary

You can also ask your career advisor or tutor about jobs that are like Salesperson. 

