



Careers in Shops & Fast Food

Retail and fast food jobs — training, work and opportunities

Liverpool & Merseyside | Entry Level to Level 3 | SEND-friendly options available



Why Choose a Career in Shops & Fast Food?

- Lots of jobs available locally — every town centre, retail park and high street needs staff
- Many jobs need no qualifications to start — you learn on the job
- Part-time and flexible hours, so you can work alongside college
- A great first job to build confidence, teamwork and a good reference
- Clear progression — crew member to supervisor to manager
- Staff discounts and training with many big employers
- Liverpool ONE, retail parks and busy high streets across Merseyside offer plenty of opportunities



Skills and Personal Qualities

- Friendly and polite with customers
- Good teamwork — helping others during busy times
- Reliability and good timekeeping
- Staying calm when it is busy or noisy
- Following instructions and routines carefully
- Handling money and using a till
- Following food hygiene, health and safety rules
- Being able to stand and move around for long periods



Useful School Subjects

- English — talking to customers, reading labels and instructions
- Maths — handling money, giving change, counting stock
- Food Preparation & Nutrition — food safety, hygiene and cooking skills
- Business — how shops and companies work
- ICT — tills, stock systems and online orders
- Work-Related Learning / PSHE — preparing for work, interviews and teamwork



Local Courses (Entry Level to Level 3)

Shop and fast food jobs link to two course areas: Business & Retail and Catering & Hospitality. Courses are available across Merseyside from Level 1 upwards.

Entry Level / Level 1 — Getting Started

- **Greenbank College (SEND-friendly)** — Gateway Level 1 Certificate in Business & Retail
- **Greenbank College (SEND-friendly)** — Catering & Hospitality Level 1
- **City of Liverpool College** — Introduction to Catering and Hospitality — Level 1 Certificate
- **Hugh Baird College** — Hospitality & Catering (L20 Hotel School) — Level 1 cookery and food & drink service
- **Riverside College, Widnes** — Level 1 Diploma in Professional Cookery
- **St Helens College** — Level 1 Certificate in Food Preparation and Cooking

Entry requirements: Varies by college — usually an interview and an initial English and maths assessment. Many Level 1 courses accept students without GCSEs.

Leads to: Level 2 courses, apprenticeships, or part-time work in shops, cafés and fast food outlets

Level 2 — Building Skills

- **Greenbank College (SEND-friendly)** — Catering & Hospitality Level 2
- **City of Liverpool College** — Culinary Skills — City & Guilds Level 2 Diploma
- **Riverside College, Widnes** — Level 2 Professional Cookery; Level 2 Food and Beverage Service
- **St Helens College** — Level 2 Diploma in Professional Cookery
- **Hugh Baird College** — Business — Level 2
- **Knowsley Community College** — Level 2 Business (includes customer relations and personal selling units)

Entry requirements: Usually a Level 1 qualification or some GCSEs. For example, St Helens College asks for 4 GCSEs at grade 4 including English and maths for Level 2 Professional Cookery.

Leads to: Level 3 courses, apprenticeships, or jobs as a sales assistant, crew member or kitchen assistant

Level 3 — Moving Up

- **St Helens College** — Level 3 Professional Cookery (Kitchen and Larder / Preparation and Cooking)
- **Hugh Baird College** — Business — Level 3 Extended Diploma
- **Knowsley Community College** — Level 3 Business

Entry requirements: Usually a relevant Level 2 qualification, often with GCSE English and maths at grade 4.

Leads to: Supervisor and team leader roles, Level 3 apprenticeships, or higher study in business or hospitality management



Apprenticeships and Training

- Retailer Apprenticeship — Level 2 (shops and supermarkets)
- Customer Service Practitioner Apprenticeship — Level 2
- Hospitality Team Member Apprenticeship — Level 2 (fast food, cafés, restaurants)
- Production Chef Apprenticeship — Level 2 (offered at City of Liverpool College)
- Retail Team Leader Apprenticeship — Level 3
- Hospitality Supervisor Apprenticeship — Level 3
- Short courses: Level 2 Food Hygiene and Safety — often provided free by employers
- Supported Internships — for young people with an EHCP; ask your college, as many placements are in shops and catering
- Search live vacancies: www.findapprenticeship.service.gov.uk



Jobs, Volunteering and Work Experience

There are lots of different roles — from the shop floor to the kitchen to management.

Role	Where You Work	Starting Qualification
Sales / Retail Assistant	Shops, supermarkets, department stores	None — training on the job
Checkout Operator	Supermarkets, convenience stores	None — training on the job
Stock / Replenishment Assistant	Supermarkets, stockrooms, night shifts	None — training on the job
Online Order Picker	Supermarkets, retail warehouses	None — training on the job
Fast Food Crew Member	Fast food restaurants, drive-thrus	None — Food Hygiene training given
Barista / Café Assistant	Coffee shops, cafés, bakeries	None — training on the job
Kitchen Assistant / Production Chef	Fast food kitchens, bakeries, catering	Level 1-2 Catering helpful
Shift Supervisor / Team Leader	Shops, fast food restaurants	Experience or Level 2-3 apprenticeship
Store / Restaurant Manager	Shops, supermarkets, fast food chains	Experience + Level 3 or above

- Volunteer in a charity shop — a great way to learn till, stock and customer skills
- Help at school events, tuck shops, cafés or enterprise days
- Ask your school to arrange work experience in a local shop, supermarket or café
- Most employers take on staff from age 16 — many apply online through company websites

Pay (from April 2026): £8.00 an hour (age 16–17 and apprentices), £10.85 (age 18–20), £12.71 (age 21+).

Supervisors earn more, and store or restaurant managers can earn £25,000–£40,000+.



Next Steps and Contact Information

- Visit open days at local colleges and look at their websites
- Search for local jobs: www.indeed.co.uk | www.notjustjobs.com
- Find apprenticeships: www.findapprenticeship.service.gov.uk

TAGS Careers	www.tags.careers — local careers information and resources
Colleges	City of Liverpool College: www.liv-coll.ac.uk Hugh Baird College: www.hughbaird.ac.uk Knowsley Community College: www.knowsleycollege.ac.uk St Helens College: www.sthelens.ac.uk Riverside College: www.riversidecollege.ac.uk Greenbank College: www.greenbankcollege.org.uk
More Support	Speak to the careers team at your school or college