



Welcome to our Farm

A Fernham Road, Longcot, Faringdon,
Oxfordshire, SN7 7PR
T 01793 780 555
M 07714 455 400
E enquiries@farmergows.co.uk
W farmergows.co.uk

Work Experience – Customer Service

General information

- Farmer Gow's is registered with the Oxfordshire Work Experience Scheme
- The farm offers various work experience opportunities, depending on the age and interests of students
- The details below are not exhaustive – and with up to 20 changes to the farm routine each day, students should, first and foremost, appreciate the uniqueness of the work experience opportunities we provide
- Students are interviewed prior to placements being offered



What's involved?

Work Experience is expensive to provide - we therefore expect a huge commitment from students to achieve as near as possible balance between the learning opportunities provided and the work a student performs.

If you want to work in Customer Services, the very first thing you need to understand is that every customer is unique – so you need to be committed to learning how to support their needs and wishes. We don't keep students who can't make a regular commitment.

Farmer Gow's is a private company providing public access to farming and the countryside. Our doors are open to the public so you need to work carefully and safely.



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We will teach you to

- listen carefully to instructions
- follow those instructions and
- provide feedback to senior staff on all elements of the task in hand

We will encourage you to

- ask questions – but also to make notes so that your questions come after a period of training, rather than interrupting the training

We will

- supervise you thoroughly until we are sure you can follow instructions correctly and accurately
- as your confidence grows and your ability to correctly perform tasks improves we will begin to 'step back' and allow you to grow in the level of responsibility we give you.

We will challenge you - and if you work hard and listen carefully, you will

- make new friendships with other students
- have a fantastic time
- learn loads and loads and loads
- meet many new people and learn to talk to them, work with them, and ask them for help.

And that's just in your first few weeks...



Farmer Gow's Ltd
Director: Ms C Anne Gow



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Age 16-19 years ~ Key Stage 5

Students may apply for a work experience placement from age 15 years and thereby start at 16 years of age.

The work experience programme includes

- 'hands on' practical and technical training to students interested in customer services and hospitality
- opportunities for paid work once a basic level of competence is achieved
- opportunities for paid work during school/college/university holidays

What we expect

Year 1 at Farmer Gow's - Year 12 or equivalent

- September - application to join the work experience programme. Student invited to spend a ½ day on the farm, working alongside an existing student, followed by a short interview with a senior member of staff.
- October - following a successful visit and interview, student begins work experience on Saturdays.
- October to December - introduction to the farm's routines, learning about autumn and winter events including our Christmas Market.
- January to March – the late winter and early spring months can be a quite time for visitors but this enables us to restock the farm shop with new products and train you in online sales and shop sales
- February to March – annual lambing, a fantastic time of year. Lots of visitors, eager to experience our lamb cuddling
- Easter – our busiest time of year! Easter Egg Hunts are a favourite with younger visitors
- May to August – welcoming visitors to the farm, processing online orders, supporting refreshments orders, till sales

Holidays – we expect students to

- work 2-3 days during the Christmas school holidays
- **Mandatory** – work 3-4 days during the February ½ term school holiday
- **Mandatory** – work 4-6 days during the Easter holidays. This is our busiest time of year.



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- take no more than 2-weeks off during the May-June exam period
- work 6-10 days during the summer school holidays

Year 2 at Farmer Gow's - Year 13 or equivalent

- For students who have acquired the required standard, Year 2 includes paid work
- One day a week continues through the autumn and winter months
- Mentoring – each Year 2 student mentors a Year 1 student, passing on skills and learning opportunities
- You will be able to lead open and close the farm shop, welcome/process visitor arrivals.
- You will be able to answer their questions confidently and accurately. These skills are particularly valuable for interviews with prospective employers/university
- January to March – refresher training in new shop stock
- All year – ongoing customer service training including in the shop and on the telephone

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- **Mandatory** – work 4-6 days during the Easter holidays. This is our busiest time of year.
- take no more than 2-weeks off during the May-June exam period
- work 6-10 days during the summer school holidays

Year 3 – After your work experience finishes

- We will be very proud of you and want to know how you are getting on
- We will welcome you back for summer/Christmas/Easter work
- We will continue to support you - with references and contacts for work experience

Summary

- The above is a basic description of the work experience opportunity available at Farmer Gow's
- We expect a lot – but offer a lot in return
- Finally, we ask you to sign up for the above. If you are under 18 years of age, a parent/guardian will need to co-sign, so that we all know what has been agreed and what is expected



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We look forward to working with you.

Applications

By email to - enquiries@farmergows.co.uk

Please include

- a CV
- a mobile telephone number

We look forward to hearing from you