

Intro screen (text): Our future leaders

JL: This is where it all happens, as a company we process over 11 million transactions every week.

I love retail because it's so fast paced and everyday is different.

Text: Jocelyn Ledger

Coles Retail Leader Graduate

JL: It's really great and buoyant atmosphere working amongst all these great people.

Retail really is a career.

There's so many potential opportunities available that you might not be able to get through any other industry.

Coles is really changing the perception of retail in the way that its grad program is really advanced and supportive for anyone who is looking for a career.

Coles offers three different streams in their graduate programs. The first is the retail leaders graduate program, which is based in store. The second is the store support graduate program, which is based in the Coles support centre in Melbourne, and the third stream is logistics which is based in our distribution centres.

The Coles Retail Leaders Graduate Program is a twelve-month program. It takes you from being a team member to a senior department manager. It's broken into two levels, the first level is about a department manager, and then you go into an intensive training period where you learn everything there is about one department.

I've spent time in every single department, learning all the ins and outs.

I got to manage a deli for three months which was fantastic...

It's my favourite department because there's so much action there every day.

And then you go into the second level where you learn all the senior manager functions, you get to experience all the higher levels of a store.

My current role is night trading manager at Coles Eden Rise. I am running the store at some of our busiest trading periods.

Managing a team can be really rewarding.

When I was working in the deli as a team we were able to increase our BBQ chicken sales by 25% each week, which was an incredible result.

The support I receive from my team is fantastic.

The experienced people go out of their way to help you. They will teach you everything there is to learn as long as you're willing to listen.

You're given a business mentor that you can interact with during your twelve months and beyond.

When it gets hard and tough they are an invaluable source.

Working in store is really great. You get to walk around a lot, you get to interact with all the different departments, you get to talk to customers...

Starting a conversation is definitely where it all happens.

It's really important for me to see a happy customer cause it means that I'm giving them the best possible experience in our stores.

You really need to have a passion and enthusiasm for the industry.

You're on show to all the customers, all the teams, at all times and you really need to be the best at all times.

The program was incredible. I loved every single minute of it...I've learnt so many new things in terms of managing teams, managing the financial aspects of a store, ensuring that you're getting the turnover and the sales.

It makes you realise how much you learn in twelve months having never worked in a supermarket before to now I get to run one.

You can be a store manager within two to three years as the retail leaders grad program gives you a solid foundation of retail and how the business works to ensure that you're capable of that role.

When I was at University I wasn't quite sure what I wanted to do - now being a part of this graduate program retail is in my blood and I couldn't imagine anything more exciting to be a part of.

It's a huge business, and it's constantly changing and growing...

There's some really great opportunities in the long term...

Even our Managing Director started as a retail graduate, so who knows where you'll end up.

Outro screen (text): Start a conversation with Coles