
SHOP ASSISTANT



JOB DESCRIPTION



TEACHING UNIT

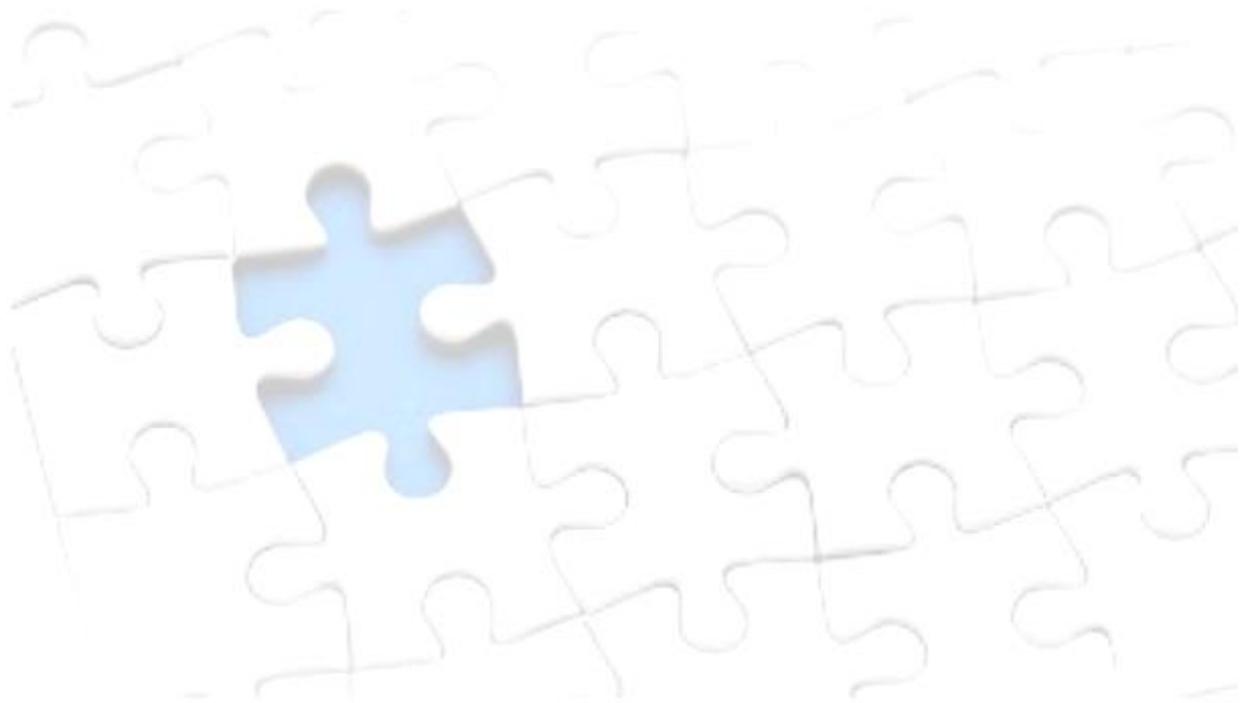


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Contents:

1	JOB DESCRIPTION	3
2	GENERAL OBJECTIVES	3
2.1	SPECIFIC OBJECTIVES/SOME ACTIONS TO BE PREFORMED	3
3	COMPETENCES TO BE DEVELOPED	3
3.1	OCCUPATIONAL COMPETENCES	4
3.2	SOCIAL COMPETENCES	4
4	ACTIONS - TASKS	5
4.1	ACTION 1 – FOLD CLOTHES	7
4.1.1	WHAT IS THIS ACTION?	8
4.1.2	MICRO - TASKS	8
4.1.3	EXERCISES	13
4.1.4	UNFORSEEN SITUATIONS THAT MAY HAPPEN IN THIS ACTION OR PROFILE	14
4.1.5	VIRTUAL REALITY ACTIVITIES	16
4.2	ACTION 2 – HANG CLOTHES	17
4.2.1	WHAT IS THIS ACTION?	18
4.2.2	MICRO TASKS	19
4.2.3	EXERCISES	23
4.2.4	UNFORSEEN SITUATIONS THAT MAY HAPPEN IN THIS ACTION OR PROFILE	24
4.2.5	VIRTUAL REALITY ACTIVITIES	26
4.3	ACTION 3 – PUT LABELS ON THE CLOTHES	27
4.3.1	WHAT IS THIS ACTION?	28
4.3.2	MICRO - TASKS	28
4.3.3	EXERCISES	31
4.3.4	UNFORSEEN SITUATIONS THAT MAY HAPPEN IN THIS ACTION OR PROFILE	33
4.3.5	VIRTUAL REALITY ACTIVITIES	34
4.4	ACTION 4 – PUT THE CLOTHES IN THE SHOP	35
4.4.1	WHAT IS THIS ACTION?	36
4.4.2	MICRO - TASKS	36
4.4.3	EXERCISES	40
4.4.4	UNFORSEEN SITUATIONS THAT MAY HAPPEN IN THIS ACTION OR PROFILE	42

4.4.5	VIRTUAL REALITY CONTENT	43
4.5	ACTION 5 - PREPARE AND CLEAN UP DRESSING ROOM	44
4.5.1	WHAT IS THIS ACTION?	45
4.5.2	MICRO - TASKS	45
4.5.3	EXERCISES	49
4.5.4	UNFORSEEN SITUATIONS THAT MAY HAPPEN IN THIS ACTION OR PROFILE	50
4.5.5	VIRTUAL REALITY ACTIVITIES	51



1 JOB DESCRIPTION

Shop assistant can be anyone who likes to work in a shop. The job of shop assistant is to engage in all important tasks such as **preparing clothes for sale, replacing clothes in shelves and taking care of the store.**

This kind of job can be carried out in small establishments where second-hand clothes are brought and then put to sale (and sold). Employee also can work in small shops that keeps other merchandise, for example small shops with shoes, clothes, souvenirs or clothes cleaning service.



2 GENERAL OBJECTIVES

The main objectives are to prepare clothes for sale and take care of the store. It is important that everything is in order, that the store is clean and looks nice, so that customer will be satisfied.

2.1 SPECIFIC OBJECTIVES/SOME ACTIONS TO BE PREFORMED

- Prepare products for sale.
- Fold different kind of clothes.
- Hang different kind of clothes.
- Take care of the shop.
- Write labels and put them on the clothes.
- Sort clothes and find place for them in the shop.
- Prepare the dressing room.

3 COMPETENCES TO BE DEVELOPED

What is competence? Competence is ability to do something well or efficiently. It is crucial that shop assistant conquer some of them. For this kind of job, two kind of competences are important. Occupational competences are important

for working task, to know how to do something and social competences are important while communicate with someone.

3.1 OCCUPATIONAL COMPETENCES

- Have a neat appearance and take care of personal hygiene.
- Good spatial organization, to know where things belong.
- Be methodical and careful with work materials.
- Be responsible.
- Ability to work without supervision.
- Punctuality in the schedules.
- Be able to follow orders of the superior(s).
- Be able to admit mistakes.



3.2 SOCIAL COMPETENCES

- Good skills for customer service.
- Help customers.
- Maintain visual contact (with customer and superior).
- Able to concentrate (both when dealing the clothes as well as when communicate with customers).
- Friendly.

4 ACTIONS - TASKS



WORK BOOK

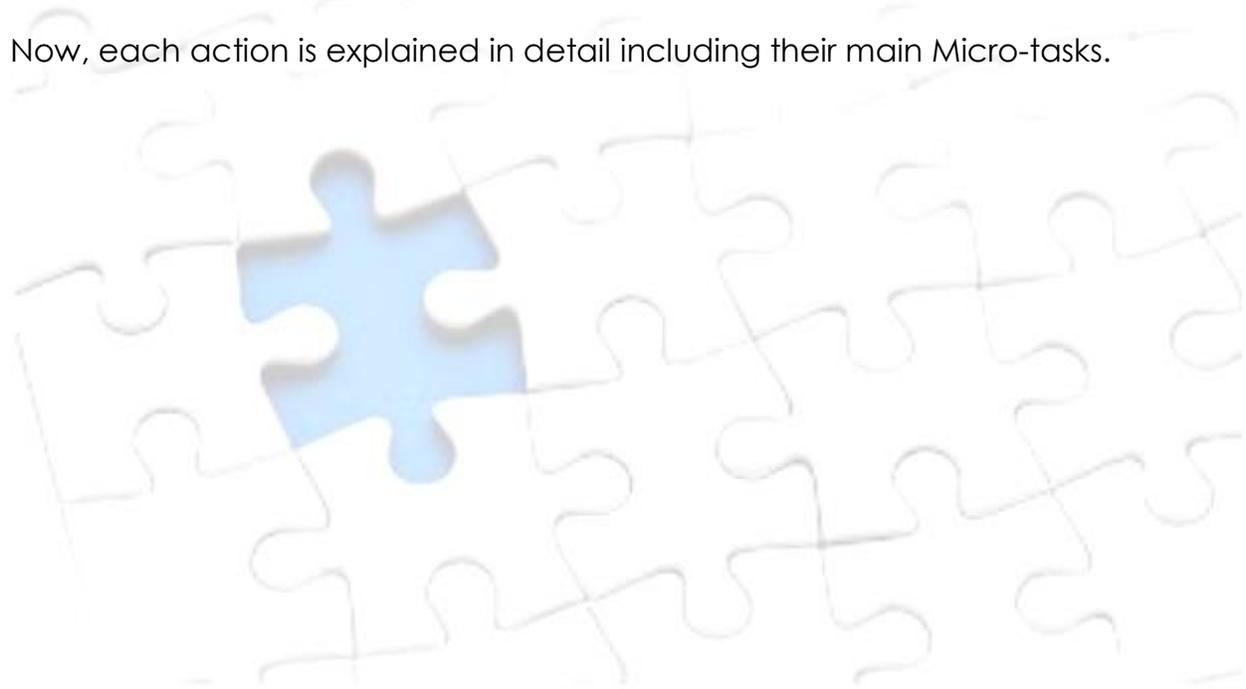


In this chapter, you will learn how to do different tasks that are important.

RELEVANT ACTION OF THIS JOB ARE:

- FOLD CLOTHES
- HANG CLOTHES
- PUT THE LABEL ON THE CLOTHES
- PUT THE CLOTHES IN THE SHOP
- PREPARE AND CLEAN UP DRESSING ROOM

Now, each action is explained in detail including their main Micro-tasks.



4.1 ACTION 1 – FOLD CLOTHES

[Here you can see 2D video](#)




WORK BOOK





4.1.1 WHAT IS THIS ACTION?

In every shop they have place for folded clothes, so it's important to know how to fold clothes. **Here we will learn procedure how to fold different kind of clothes.** For better understanding, everything is explained with micro-tasks and shown with pictures.

4.1.2 MICRO - TASKS

If you want to fold clothes correctly, you will have to perform the following micro-tasks:

- a) **Take the T-shirt and put it on the table** (take T-shirt and lay it on the table. It's important that you align/unfold it).
- b) **Take the template and put it on the T-shirt** (take the template and place it on the middle of the T-shirt, next to collar).
- c) **Fold the T-shirt** (first take one sleeve and fold it on the back. Hold T-shirt by shoulder and in the end of the sleeve, fold it where is template. Than do the same with another sleeve. In the end grab the bottom edge of T-shirt and fold it on half).
- d) **Take the template out** (grab the template in the corner and take it out. Be careful not to unfold the T-shirt).
- e) **Take the trousers and put it on the table** (take the trousers and lay it on the table. It's important that you align/unfold it).
- f) **Fold the trousers** (First fold one leg of the trousers over the other, than fold the trousers in half or thirds, depending on space).

Next, you have an example with images so you can see what each one of these micro-tasks consist of.

Take the T-shirt and put it on the table (take T-shirt and lay it on the table. It's important that you align/unfold it).



Take the template and put it on the T-shirt (take the template and place it on the middle of the T-shirt, next to collar).



Fold the T-shirt (first take one sleeve and fold it on the back. Hold T-shirt by shoulder and in the end of the sleeve, fold it where is template. Than do the same with



another sleeve. In the end grab the bottom edge of T-shirt and fold it on half).

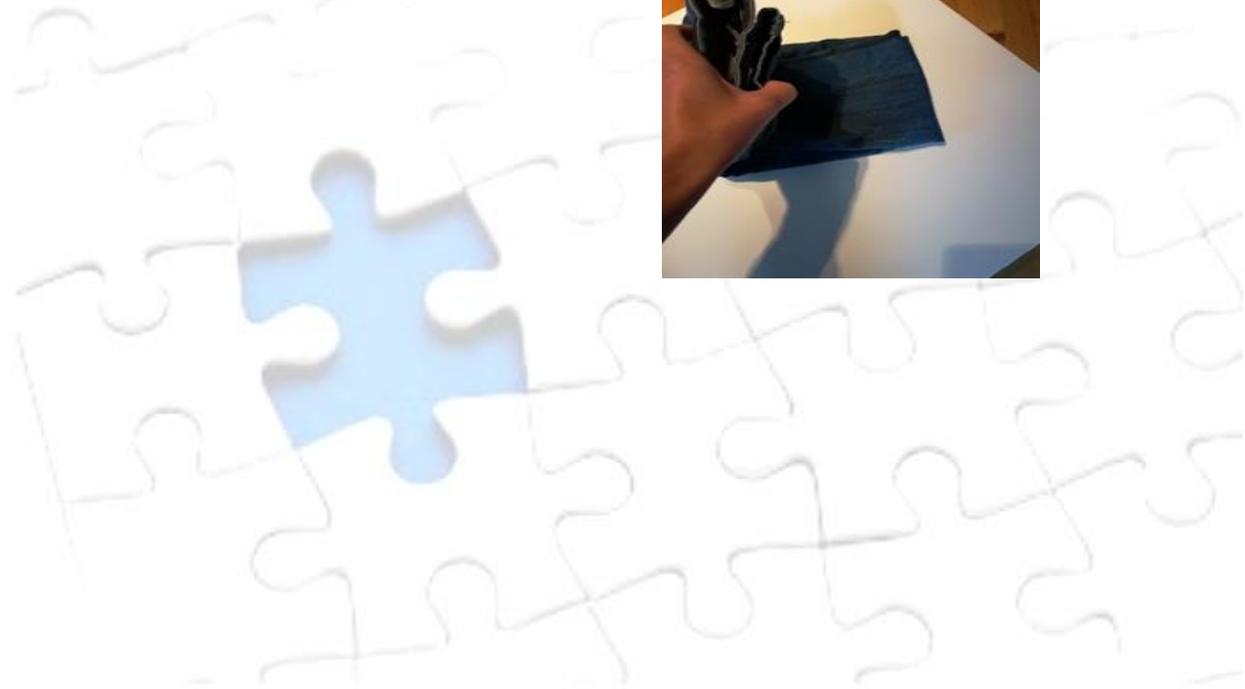
Take the template out (grab the template in the corner and take it out. Be careful not to unfold the T-shirt).



Take the trousers and put it on the table (take the trousers and lay it on the table. It's important that you align/unfold it).



Fold the trousers (First fold one leg of the trousers over the other, than fold the trousers in half or thirds, depending on space).



FOR BETTER UNDERSTANDING:

1. Here you see how to fold T-shirt and Trouser, maybe it will be necessary to fold different kind of clothes.
2. If you want to fold the sweater, you can just repeat the procedure for the T-shirt.
3. It's not necessary to use the Template.

IT IS VERY IMPORTANT TO FOLD CLOTHES GOOD. IF THE CLOTHES IS NOT FOLD WELL, FOLD IT AGAIN.



4.1.3 EXERCISES

EXERCISE 1 WHICH PEACE OF CLOTHES IS IN THE IMAGE?

Tell and write which peace of clothes you see in the image. Will you fold it or not? (Use the line below the image.) (REMARK: alternatively, the instructor helps with writing the names)



EXERCISE 2 MARK YES OR NO: MODIFY THE TEXTS

Yes or no? Read following sentences and mark yes if it's right. If it's wrong mark no.

	YES 	NO 
If I make mistake I don't need to tell anybody.		
For fold T-shirt I can use template.		
It is ok if the clothes is not fold well.		
If you want to fold the sweater, you can just repeat the procedure for the T-shirt.		

4.1.4 UNFORSEEN SITUATIONS THAT MAY HAPPEN IN THIS ACTION OR PROFILE

- To get a piece of clothes, which is hard to fold.

WHAT CAN WE DO?

In that case: We can ask superior for help.

- That we didn't fold clothes well.

WHAT CAN WE DO?

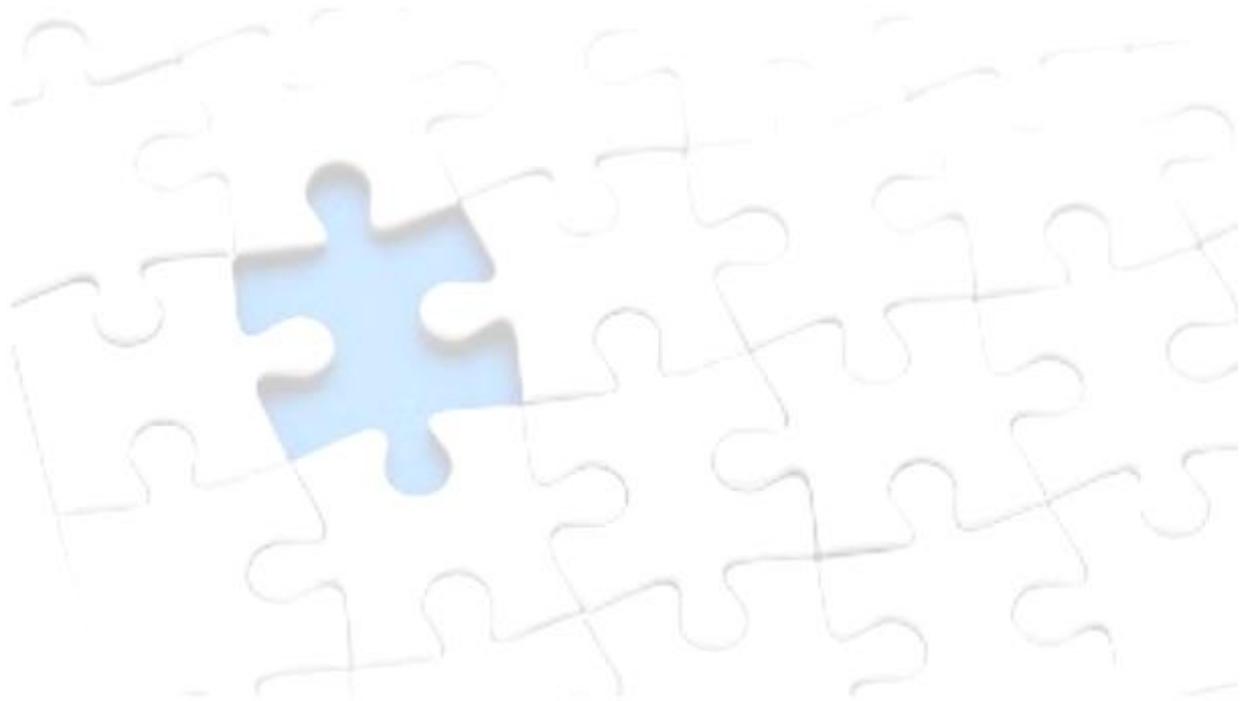
In that case: We'll fold clothes again.



3. To get clothes in bad shape.

WHAT CAN WE DO?

In that case: If the clothes is in bad shape, we have to put it away. It's not suitable for trade.



4.1.5 VIRTUAL REALITY ACTIVITIES

2D VIDEO:

<https://www.youtube.com/watch?v=Q348nDDP1zE&feature=youtu.be>

360 VIDEOS:

<https://www.youtube.com/watch?v=6rplacNbOHE&feature=youtu.be>

<https://www.youtube.com/watch?v=jTMKmBGDgEU&feature=youtu.be>

<https://www.youtube.com/watch?v=P4M7e2Gbrf4&feature=youtu.be>

4.2 ACTION 2 – HANG CLOTHES

[Here you can see 2D video](#)



WORK BOOK



4.2.1 WHAT IS THIS ACTION?



In every shop, there is a lot of space for hanged clothes, so it is important to know how to hang clothes. **Here, you will learn the procedure how to hang different kinds of clothes.** For better understanding, everything is explained in micro-tasks and shown with pictures.

4.2.2 MICRO TASKS

If you want to hang clothes in correct way, you will have to perform the following micro-tasks:

- a) **Take the shirt** (take the shirt and open the buttons).
- b) **Take the hanger for shirts** (you need to take the hanger for shirts)
- c) **Hang the shirt** (with one hand, grab the shirt by the shoulder and with another hand, grab the hanger. Put the hanger in the sleeve, than put the hanger in other sleeve. Put hanger somewhere and close all the buttons).
- d) **Take the skirt** (take the skirt and hold it up right).
- e) **Take the hanger for skirts** (you need to take the hanger for skirts).
- f) **Hang the skirt** (with one hand, grab the skirt and with another one, the hanger. Open the clip and pinch the skirt in one side and then in another).

Next, you have an example with images, so you can see what each one of these micro-tasks consists of.

Take the shirt (take the shirt and open the buttons).



Take the hanger for shirts (you need to take the hanger for shirts)



Hang the shirt (with one hand, grab the shirt by the shoulder and with another hand, grab the hanger. Put the hanger in the sleeve, than put the hanger in other sleeve. Put hanger somewhere and close all the buttons).



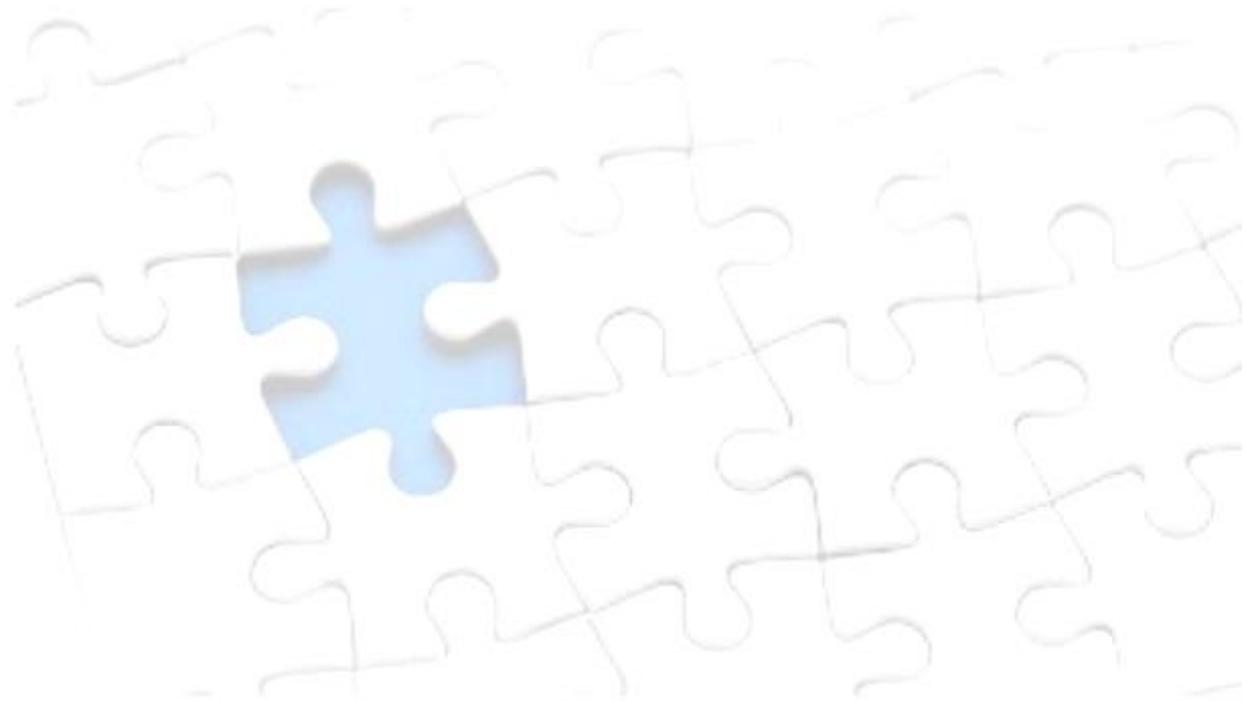
Take the skirt (take the skirt and hold it up right).



Take the hanger for skirts (you need to take the hanger for skirts).



Hang the skirt (with one hand, grab the skirt and with another one, the hanger. Open the clip and pinch the skirt in one side and then in another).



FOR BETTER UNDERSTANDING:

1. You can use two different kind of hangers. It's important to choose the right one.
2. Here you see how to hang shirt and skirt, maybe it will be necessary to hang different kind of clothes.
3. If you want to hang coats or cardigans, you can repeat the procedure for shirt.
4. If you want to hang scarfs or similar clothes, you can repeat the procedure for skirt.

IT IS VERY IMPORTANT TO CHOOSE THE RIGHT HANGER. YOU MUST KNOW WHAT HANGER USE FOR DIFFERENT KIND OF CLOTHES.



4.2.3 EXERCISES

EXERCISE 1 WHAT BELONGS TOGETHER?

Connect items that go together. Choose the image on left side and connect it with the image on the right side which belong to it. (REMARK: choose the right hanger for different kind of clothes.)



EXERCISE 2 HOW TO DO?

Connect images with the corresponding description of the action.

Take the hanger for shirt.



With one hand, grab the shirt by the shoulder and with another hand, grab the hanger. Put the hanger in the sleeve.



Open the clip and pinch the skirt in one side and then in another.



Take the skirt.



4.2.4 UNFORSEEN SITUATIONS THAT MAY HAPPEN IN THIS ACTION OR PROFILE

1. To get clothes in bad shape.

WHAT CAN WE DO?

In that case: If the clothes is in bad shape, we have to put it away. It's not suitable for trade.

2. To break the hanger.

WHAT CAN WE DO?

In that case: If we break the hanger, we have to put it



away and take another one.

3. That we don't know what hanger use.

WHAT CAN WE DO?

In that case: We can use list, or we can ask superior.

	
<p>WE USE THIS HANGER FOR:</p> <ul style="list-style-type: none"> • Skirts • Scarfs • Trousers 	<p>WE USE THIS HANGER FOR:</p> <ul style="list-style-type: none"> • Shirts • Coats • Jackets

4.2.5 VIRTUAL REALITY

2D VIDEO:

<https://www.youtube.com/watch?v=RbsDFI6KfvM&feature=youtu.be>

360 VIDEOS:

<https://www.youtube.com/watch?v=qIPbGKYzayc&feature=youtu.be>

<https://www.youtube.com/watch?v=-V5vA2Ez1fc&feature=youtu.be>

https://www.youtube.com/watch?v=lbxzLpr_dOk&feature=youtu.be

<https://www.youtube.com/watch?v=w40XTz13zNk&feature=youtu.be>

<https://www.youtube.com/watch?v=9jFzyZcCVV4&feature=youtu.be>

<https://www.youtube.com/watch?v=HXeljvYEEE&feature=youtu.be>

<https://www.youtube.com/watch?v=phgcJsalk9g&feature=youtu.be>

4.3 ACTION 3 – PUT LABELS ON THE CLOTHES

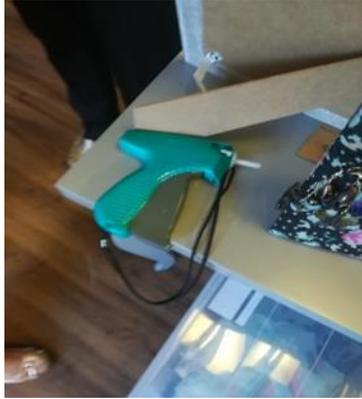
[Here you can see 2D video](#)




WORK BOOK



4.3.1 WHAT IS THIS ACTION?



All clothes in the shop must have labels with prices, so it is important to know how to write it and attach it to the clothes. **Here, you will learn procedure how to make and put label on clothes.** For better understanding, everything is explained with micro-tasks and shown with pictures.

4.3.2 MICRO - TASKS

If you want to learn how to make and put the label on a piece of clothes you'll have to perform the following micro-tasks:

- a) **Write the label** (take prepared label and write the price and name of clothes. If you need help use the price list).
- b) **Prepare the tagging gun** (remove the needle guard carefully and then put the tagging gun back on the table).
- c) **Find the place where to put the label** (take clothes and find appropriate place where to put the label)
- d) **Grab the label and the tagging gun**
- e) **Put the label on the piece of clothes** (place a label over the needle and carefully push the needle through the care label on the garment, until it is touching the front of the gun. Squeeze the trigger of the tagging gun fully and then release it. Pull the needle out of the fabric).

Next, you have an example with images so you can see what each one of these micro-tasks consist of.

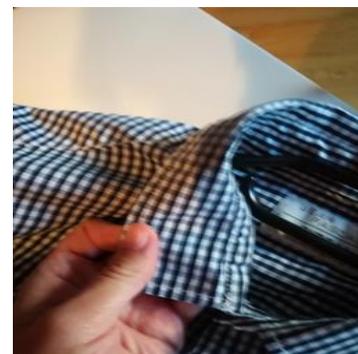
Write the label (take prepared label and write the price and name of clothes. If you need help use the price list).



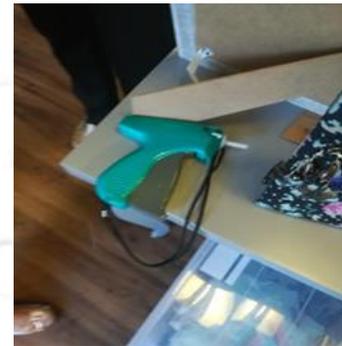
Prepare the tagging gun (remove the needle guard carefully and then put the tagging gun back on the table).



Find the place where to put the label (take clothes and find appropriate place where to put the label)



Grab the label and the tagging gun



Put the label on the piece of clothes (place a label over the needle and carefully push the needle through the care label on the garment, until it is touching the front of the gun. Squeeze the trigger of the tagging gun fully and then release it. Pull the needle out of the fab).



PUT THE TAGGING GUN WHERE IT IS (ON THE SHELF) AND PUT THE CLOTHES IN THE SHOP WHERE THEY ARE.

FOR BETTER UNDERSTANDING:

1. Clothes have different prices. If you are not sure which price is right, use price list.
2. Find appropriate place for label. Put a label where it will not damage the clothes.

CAUTION WHILE USING THE TAGGING GUN. IT IS VERY IMPORTANT THAT YOU ARE CAREFUL. YOU CAN GET HURT WITH THE NEEDLE.



4.3.3 EXERCISES

EXERCISE 1 WHAT DO YOU NEED?

What do you need for action put the label on clothes? Write on the line.
(REMARK: the instructor helps with writing)

Put the label on clothes

EXERCISE 2 HOW TO DO?

Connect images with the corresponding description of the action.



Take prepared label and write the price and name of clothes.



Take clothes and find appropriate place where to put the label.



Remove the needle guard carefully and then put the tagging gun back on the table.



Put the label on the piece of clothes.

EXERCISE 3 WHERE TO PUT THE LABEL?

The instructor can bring different kind of clothes. You need to find the appropriate place for label.

4.3.4 UNFORSEEN SITUATIONS THAT MAY HAPPEN IN THIS ACTION OR PROFILE

1. To damage the clothes with a needle of a tagging gun.

WHAT CAN WE DO?

In that case: First we put the tagging gun away, so we do not get hurt. Than we need to put clothes away and tell that to the superior. Don't forget that we need to be careful with the tagging gun.

2. To put the label to the wrong place.

WHAT CAN WE DO?

In that case: We have to cut of the label and put it on the right place.

3. To write the wrong price.

WHAT CAN WE DO?

In that case: We have to cut of the label and write a new label.

4. To get hurt with the tagging gun.

WHAT CAN WE DO?

In that case: We have to put the tagging gun away and tell that to superior. Maybe we'll need first aid.



4.4 ACTION 4 – PUT THE CLOTHES IN THE SHOP

[Here you can see 2D video](#)




WORK BOOK



4.4.1 WHAT IS THIS ACTION?



In every shop, clothes are in their places, as the shop has to look nice and that the customers can find what they want. **Here you will learn procedure how and where to put the clothes.** For better understanding, everything is explained by using micro-tasks and shown with pictures.

4.4.2 MICRO - TASKS

If you want to learn how and where in the shop put the clothes, you will have to perform the following micro-tasks:

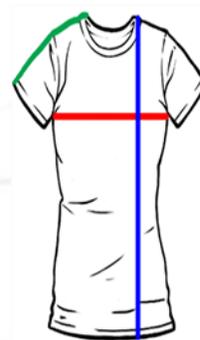
- a) **Find the place for T-shirt** (find available place in the store).
- b) **Arrange T-shirts by size** (arrange T-shirts by size. Place bigger sizes on the bottom and smaller on the top).
- c) **Find the place for shirt** (find the place in the store for shirt).
- d) **Arrange shirts by colour or size** (find shirt with similar colour and hang them together, or arrange shirts by size, depending on the arrangement).
- e) **Check shelves and hangers** (check all shelves and hanger if all clothes are in right places.)

Next, you have an example with images so you can see what each one of these micro-tasks consist of.

Find the place for T-shirt
(find available place in
the store).



Arrange T-shirts by size
(arrange T-shirts by size.
Place bigger sizes on
the bottom and smaller
on the top).



	SHIRT LENGTH	CHEST WIDTH	SLEEVE LENGTH
SMALL	25.5" (65 cm)	18" (46 cm)	9.5" (24 cm)
MEDIUM	26" (66 cm)	19.5" (50 cm)	10" (25 cm)
LARGE	27.5" (70 cm)	21" (53 cm)	11" (28 cm)
XL	29" (74 cm)	23" (58 cm)	12" (30 cm)
XXL	30" (76 cm)	25" (64 cm)	13" (33 cm)

Find the place for shirt
(find the place in the
store for shirt).



Arrange shirts by colour or size (find shirt with similar colour and hang them together, or arrange shirts by size, depending on the arrangement).



Check shelves and hangers (check all shelves and hanger if all clothes are in right places.)



FOR BETTER UNDERSTANDING:

1. Usually T-shirts and other folding clothes on the shelf are arranged by size, from the smallest to the biggest. If you don't know the number, you can use list of sizes.
2. Hanging clothes can be arranged by size or colors. Arrange them, as other clothes are.
3. In the shop you may find the clothes which is not in good shape. Put that clothes away from the shop.

IT IS VERY IMPORTANT THAT THE SHOP LOOKS NICE. EVERYTHING HAS TO BE IN PLACE. IF YOU FIND THE CLOTHES, WHICH IS NOT IN GOOD SHAPE, YOU HAVE TO PUT IT AWAY.



4.4.3 EXERCISES

EXERCISE 1 IS IT IN GOOD SHAPE?

In images, you can see different kind of clothes. Some of them are in good shape and some of them are in bad shape. Cross out clothes in bad shape.



EXERCISE 2 WICH SIZES?

The sizes are written below, sort the sizes from the smallest to the largest.
(REMARK: the help of instructor will be needed. The size list can be used.)

XS, XXL, M, L, S, XXS, S, L

EXERCISE 3 MARK YES OR NO: MODIFY THE TEKSTS?

Yes or no? Read following sentences and mark yes if it's right. If it's wrong mark no.

	YES 	NO 
If I make mistake I don't need to tell anybody.		
S is the smallest size.		
Shelves must be stored.		
If I find the clothes in bad shape, it is ok that I leave it in the shop.		

4.4.4 UNFORSEEN SITUATIONS THAT MAY HAPPEN IN THIS ACTION OR PROFILE

1. When we put clothes in store, we find that one shelf is broken.

WHAT CAN WE DO?

In that case: If the shelf is broken, first we need to put all the clothes on the other shelf. Than we tell that to our superior because the shelf will need to be repaired.

2. To find small size t-shirt under the t-shirt of the largest size.

WHAT CAN WE DO?

In that case: If we find small size t-shirt under the t-shirt of the largest size, we have to sort them by size as they should be. We also need to check if all t-shirts are folded well. If they are not folded well, we need to fold them again.

3. That the shelf is disordered.

WHAT CAN WE DO?

In that case: If the shelf is disordered, we have to fold the clothes and store the shelf.



4.4.5 VIRTUAL REALITY

2D VIDEOS:

<https://www.youtube.com/watch?v=tD3b7RrVHZI&feature=youtu.be>

<https://www.youtube.com/watch?v=pZVxqmR2wEc&feature=youtu.be>



4.5 ACTION 5 - PREPARE AND CLEAN UP DRESSING ROOM

[Here you can see 2D video](#)




WORK BOOK



4.5.1 WHAT IS THIS ACTION?



In every shop with clothes, there has to be a dressing room. Customers can try on the clothes there. It is important that this place is clean and prepared for the customer. **Here you will learn how to prepare and clean up the dressing room.** For better understanding, everything is explained in micro-tasks, and shown with pictures.

4.5.2 MICRO - TASKS

If you want to learn how to prepare and clean up the dressing room, you'll have to perform the following micro-tasks:

- a) **Check the dressing room** (when customer leaves dressing room, go and check it. Check if she or he left anything in it).
- b) **Remove the unnecessary hangers** (if you find hangers without clothes, put them in the place for the hangers).
- c) **Take the clothes from dressing room and put them on the working table** (take the clothes you found in the dressing room and put them on the working table. Later you will put them back in the store).
- d) **Clean up the dressing room** (check if there is anything that doesn't belong there (trash, missing things...). Take all things out of the dressing room).
- e) **Open the curtain** (make sure that the curtain on the dressing room will be open.)

Next, you have an example with images so you can see what each one of these micro-tasks consist of.

Check the dressing room (when costumer leaves dressing room, go and check it. Check if she or he left anything in it).



Remove the unnecessary hangers (if you find hangers without clothes, put them in the place for the hangers).



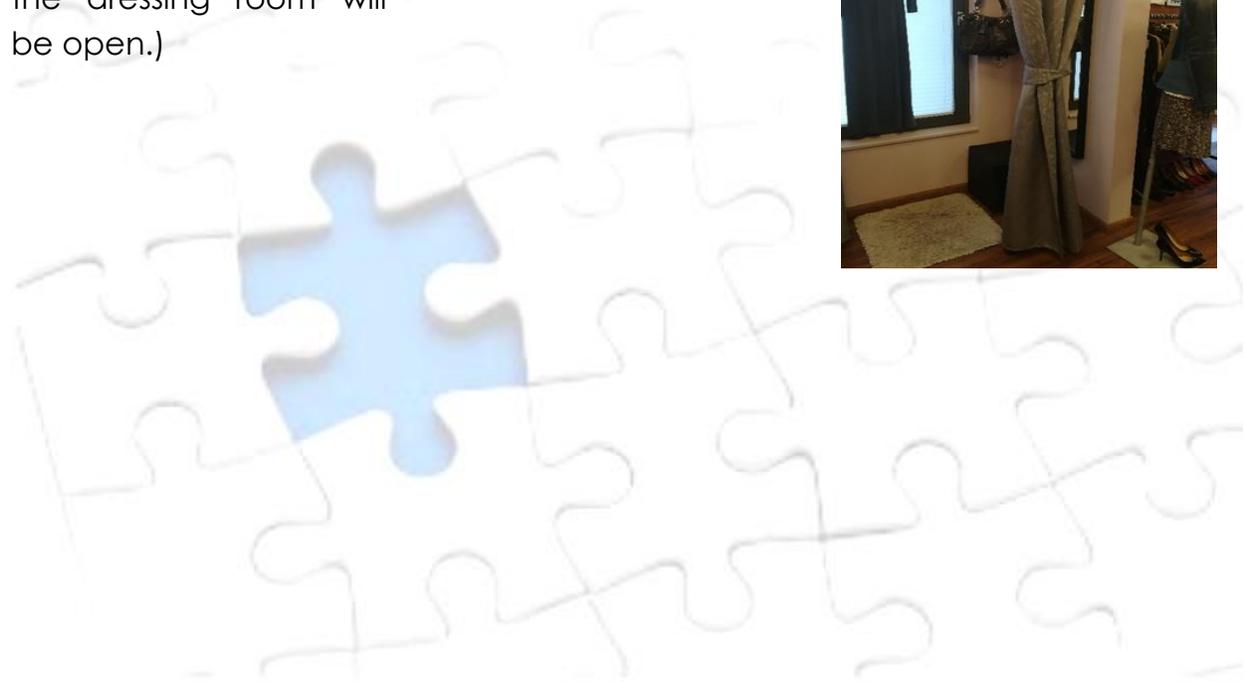
Take the clothes from dressing room and put them on the working table (take the clothes you found in the dressing room and put them on the working table. Later you will put them back in the store).



Clean up the dressing room (check if there is anything that doesn't belong there- trash, missing thing. Take all things out of the dressing room.)



Open the curtain (make sure that the curtain on the dressing room will be open.)



FOR BETTER UNDERSTANDING:

1. After prepared dressing room you need to put all clothes you find there back in the shop.
2. You fold clothes, you hang clothes and put them back in the store.

**IT IS IMPORTANT THAT THE DRESSING ROOM IS CLEAN AND PREPARED FOR THE
COSTOMER ALL THE TIME. YOU NEED TO CHECK IT VERY OFTEN.**



4.5.3 EXERCISES

EXERCISE 1 MARK YES OR NO: MODIFY THE TEKSTS?

Yes or no? Read following sentences and mark yes if it's right. If it's wrong mark no.

	YES 	NO 
If I make mistake I don't need to tell anybody.		
It is important that the dressing room is clean and prepared for the costumer all the time.		
It's enough if I check the dressing room once a day.		
I can leave unnecessary hangers in the dressing room.		

EXERCISE 2 HOW TO CLEAN UP THE DRESSING ROOM?

Play the role of how to clean up dressing room. (REMARK: With the help of instructor different scenarios should be prepared.)

4.5.4 UNFORSEEN SITUATIONS THAT MAY HAPPEN IN THIS ACTION OR PROFILE

1. To find an earring in the dressing room.

WHAT CAN WE DO?

In that case: If we find an earring in the dressing room. We have to give it to superior. A customer will probably come back looking for it when she finds out that she has lost it.

2. To find a bag forgotten by the costumer.

WHAT CAN WE DO?

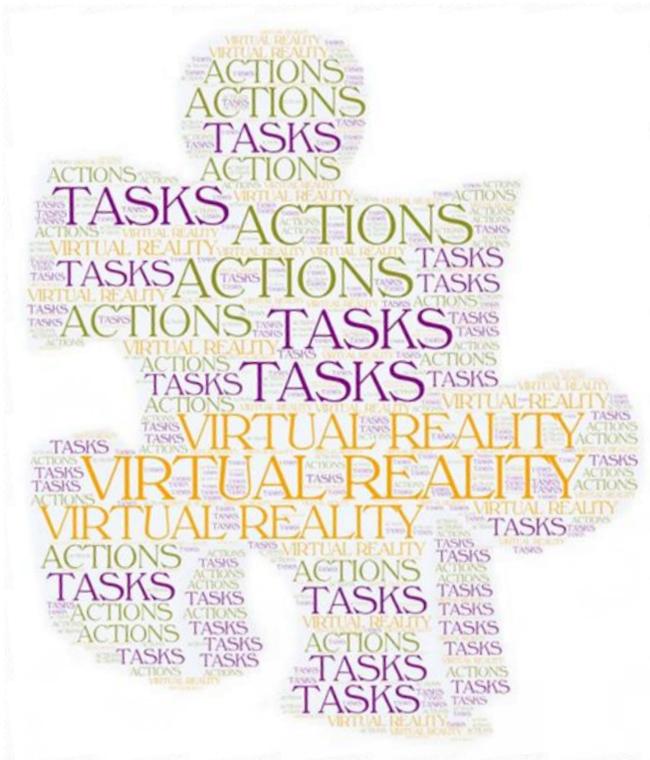
In that case: If we find the forgotten bag of the costumer, we have to give it to superior. He or she will put it among the forgotten things. It will be stored until the customer comes looking for it.

3. The cabin curtain is not stowed as it should be.

WHAT CAN WE DO?

In that case: If cabin curtain is not stowed as it should be, we stowed it up, as shown in the picture.





4.5.5 VIRTUAL REALITY

2D VIDEO:

<https://www.youtube.com/watch?v=K01QYuwq0gA&feature=youtu.be>