

POPSY

Hello, Poppet!

My name is Cherish, the owner of Popsy Clothing! We're a family run business, with myself, Greg and our 2 Popsy Poppets all getting involved. We have been trading for over 3 years now and we have thousands of happy customers.

But between you and me, recently things at Popsy HQ haven't been as they seem!

Ideas keep disappearing, colours get mixed up and there are too many discount codes flying out. We'd love it if you could help us solve the problems in our business.

Complete our workbook to try and help us save Popsy!

Cherish x

CLOTHING

POPSY

A note to parents/guardians

This workbook is designed to be a bit of fun for your children, but also educate them at the same time. There are varying levels of challenges included to help stimulate all ages. If your child is struggling on a page, feel free to skip past it! There are also some challenges that can include personal data, so feel free to make up the relevant information if it is something you do not feel comfortable sharing.

We hope your children enjoy it as much as we did making it!

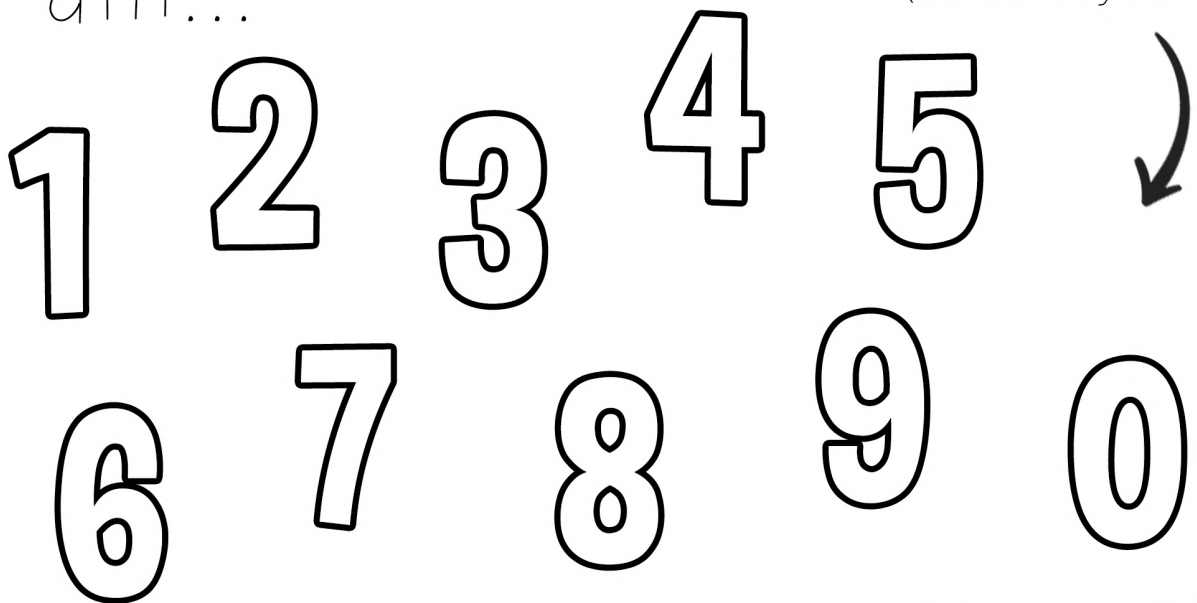
Cherish x

POPSY

My name is

I am...

(Colour in your age!)



Years Old

My favourite thing about Popsy Clothing is...

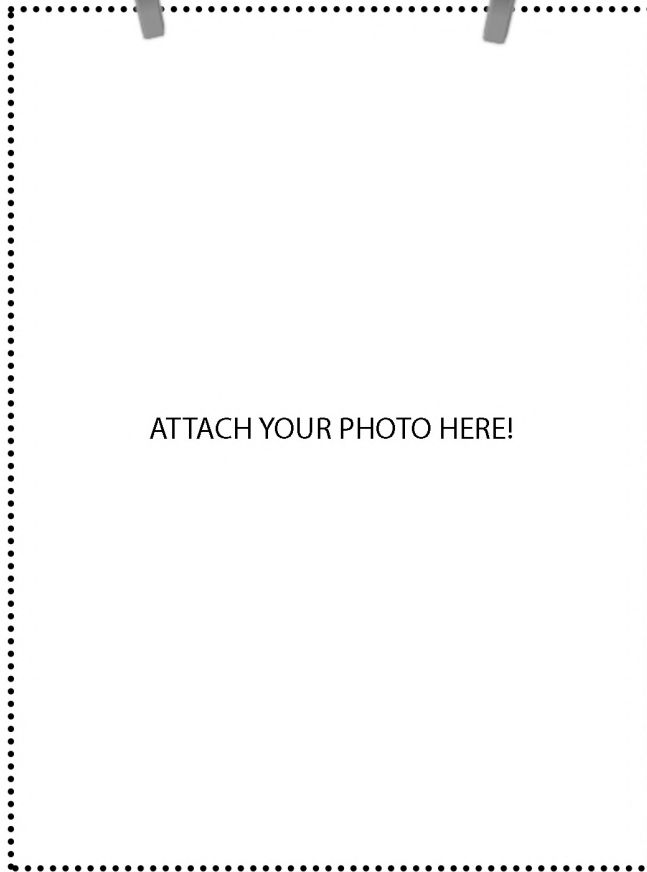
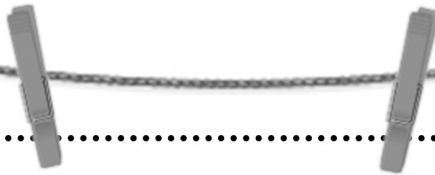
(Leave a message for Cherish to read here!)

A large rectangular area enclosed by a dotted line, intended for writing a message.

POPSY

ABOUT ME

Popsy is all about our customers! Share your favourite photo of yourself and explain to us why you chose this one.



ATTACH YOUR PHOTO HERE!

I love this picture because...

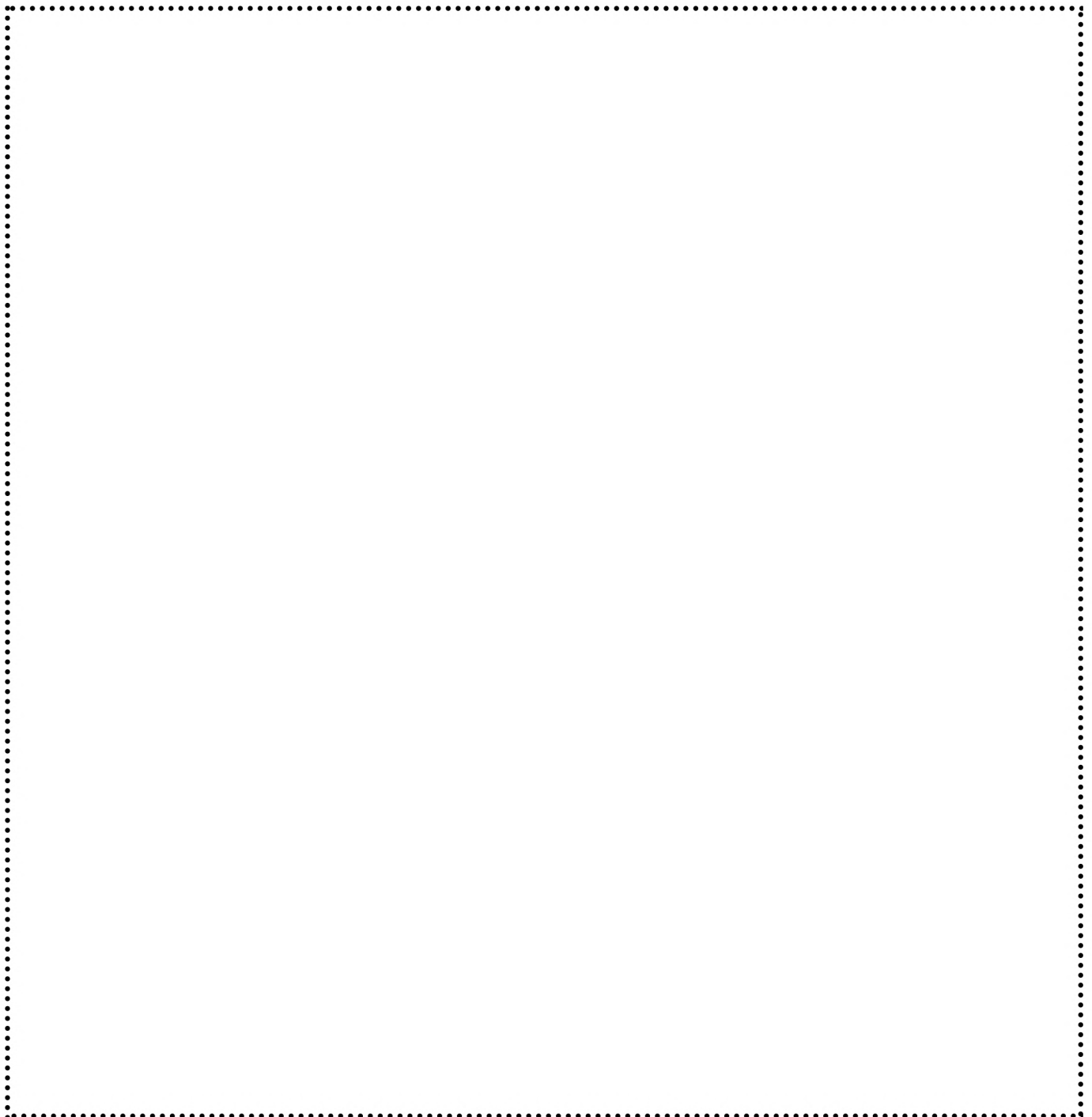
POPSY

ABOUT ME

Every customer at Popsy is unique. We love to know exactly what makes our customers happy. We have a group where many with interests in common can have a chat with each other.

Use this blank page to create a collage and show us what makes you happy. You can do this by cutting out magazines, photos and images from the internet. It might also help you later on when designing your clothing!

Ask an adult for help when using scissors.



POPSY

IDEA

Here at Popsy, we create and design all of our clothing from scratch.
It all starts with an idea! Our ideas spark from everywhere.
Sometimes an idea can come from one of our customers, too!

(To help spark some ideas, answer the questions below! You can then use your answers to help create a design or just create something completely original, it's up to you!)

My favourite hobby is:

My favourite place to visit is:

When I grow up I'd like to be a...

My favourite food is:

My favourite animal is:

The most wonderful thing that ever happened to me is...

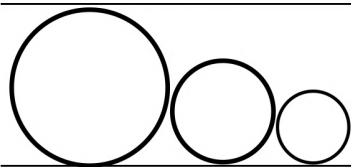
POPSY

SEQUENCES

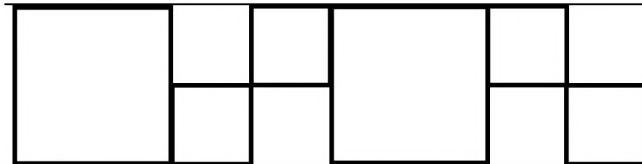
Sometimes an idea doesn't come to us straight away and we need some extra time to make sure the idea is perfect. Sometimes we look at patterns and sequences to help create a design.

(To help spark some ideas, complete the sequences below. You can then use your answers to help create a design or just create something completely original, it's up to you!)
Don't worry if you don't get the patterns completely correct, some of the best ideas come by accident!

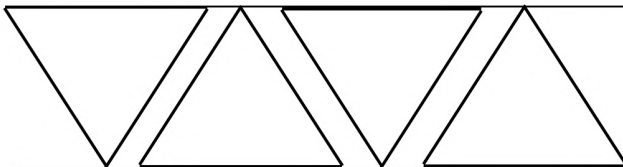
SEQUENCE 1 - CIRCLES



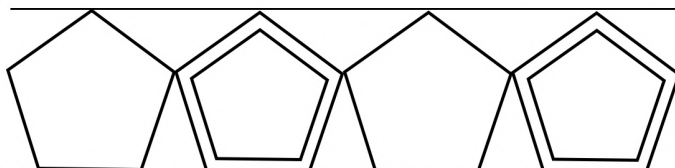
SEQUENCE 2 - SQUARES



SEQUENCE 3 - TRIANGLES



SEQUENCE 4 - PENTAGONS



POPSY

IDEA

Your final ideas task - try and find some interesting objects with different textures and trace over them to see if it helps with your design idea!

(To help spark some final ideas, use some colour crayons to trace over different textures in the squares below
You can then use your finds to help create a design or just create something completely original, it's up to you!)

Object 1 is _____	Object 2 is _____
Object 3 is _____	Object 4 is _____

Oh no! Our little Poppets have been messing with the colours again!
Help us work out what the colours are by unscrambling the letters.

ULEB

NIPK

LEVOIT

ALTE

ERENC

⁶
CLOTHING

YOUR FINAL DESIGN

We often sketch out our final idea to send to our suppliers so they have a better visual idea of what we want on our clothes! Draw your final designs below and let us know why you chose what you did.



Once your design is complete, we would then send this to our fabric suppliers who work their magic to bring it to life on a computer! They make something called a CAD before they print the material so that we can see exactly how the design will look.

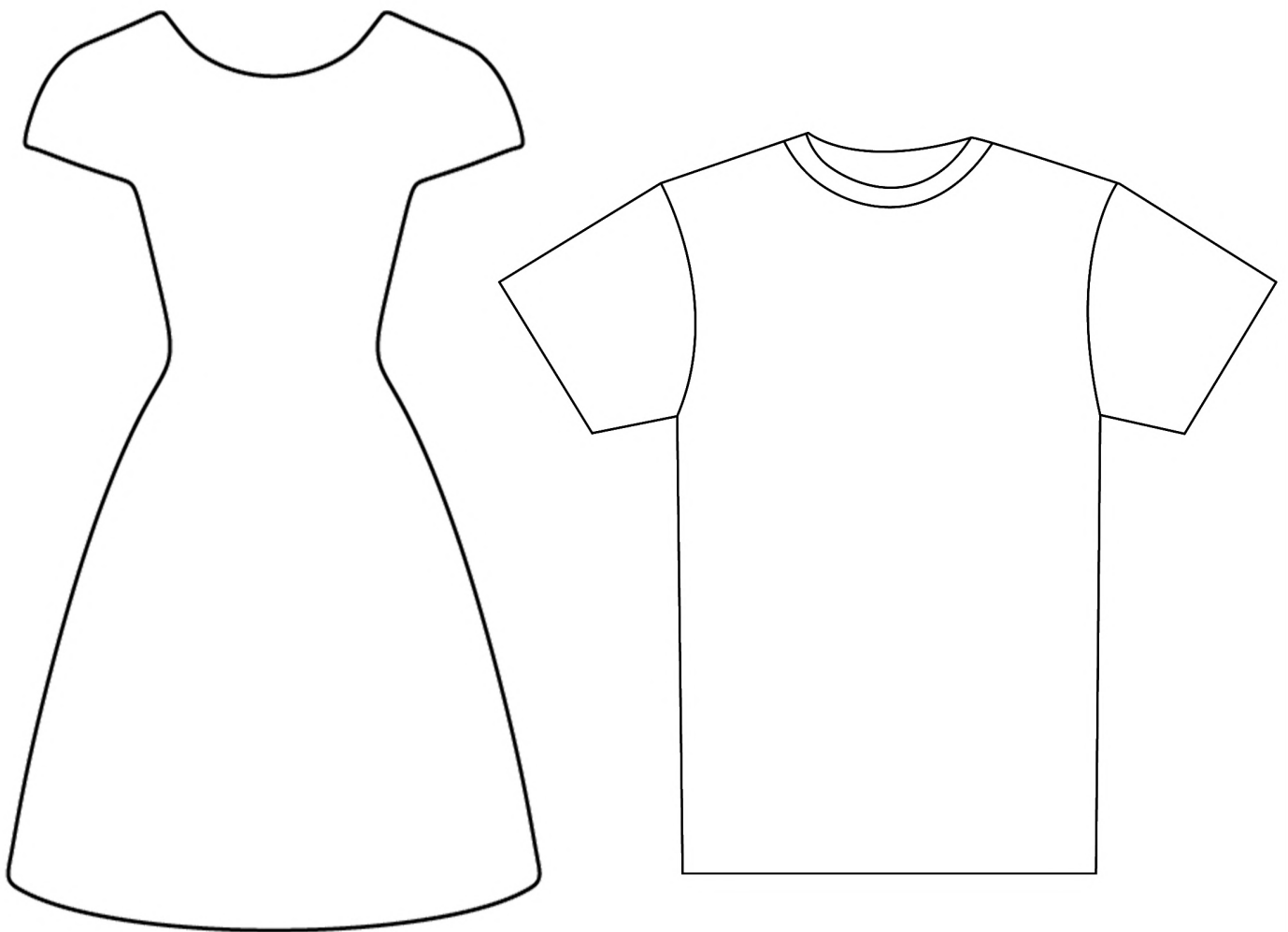
Tick the box if you're happy with your design:

POPSY

PROTOTYPE

Once we have signed off on the CAD, our fabric supplier will then send us a sample piece of material so that we can make a prototype, which is a 'trial run' of what the clothing will look like. We make each piece in 2 different sizes to make sure that we get all of our sizing correct.

Decide which garments you would like to create and draw your design onto them so we can see your final creation! Make sure they're all coloured in too so that we can see exactly how it will look!



Wow, your designs look great! Cherish, Greg and the Popsy Poppets approve!
All of our dresses have a name, don't forget to give your garments one too!

POPSY

FACTORY ORDER FORM

After we've made 2 garments in 2 different sizes we check for any errors in the production. If we're all good, we need to fill out an order sheet for our production team so they know exactly how many of each garment we need.

Help Cherish and Greg work out how many of each size should go into production. Some sizes are more popular than others, use the information to provided to work complete the gaps in the order form.

Size	Quantity	Percentage of total order
Age 2-4	25	
Age 4-6		20%
Age 6-8		50%
Age 8-10	50	
Total	250	100%

Once you're happy your order form is correct, sign and date the sheet below to send the garments into production!

Signed: _____ Date: _____

POPSY

EMPLOYEES

We have some of the best staff in the world! Each and every person at Popsy bring their own skills and talent to make the business as successful as it is.

Sales are increasing and we need to recruit some more staff! Look at the job roles we need to fill and then match them to the most suitable candidate.



Has a degree in Maths.
Has relevant accountancy qualifications
Good problem solving skills

POPSY PICKER



Has previously worked in HR
Easy to get along with and friendly
Very good people skills

CUSTOMER CARE



Has experience in a warehouse
Very physical, hobbies include the gym
Very good time management

SEWING TEAM



Can work well as an individual or a team
Very physical, hobbies include crafting
Very creative and hands on

ACCOUNTANT

Everybody's role at Popsy is just important as the next one in order to keep the production line going.

THE ENVIRONMENT

Here at Popsy we're making adjustments to our current working practises to try and help protect the planet. The future is so so important to us and our little poppets!

Match the action up with the impact it will have on the planet by drawing a line.



We recycle any paper we use

Reduces our carbon footprint



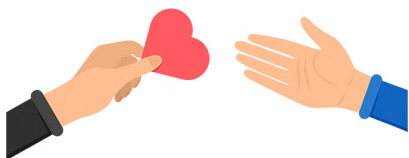
We have automatic lighting in the factory

A new item can be created from existing materials reducing pollution creating new raw materials.



Our fabric is printed in the UK

Stops our clothes going to landfill and releasing nasty gases and the production process restarting.



We set up a 'pre-loved' group to encourage others to sell their clothing.

Reducing electricity consumption helps the planet by releasing less pollution and fewer greenhouse gases from burning fossil fuels

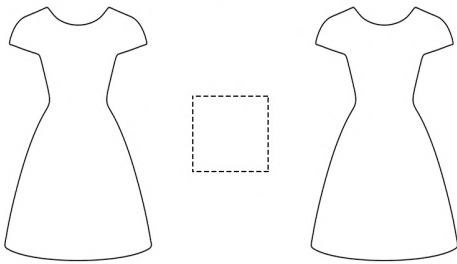
POPSY

GRADING

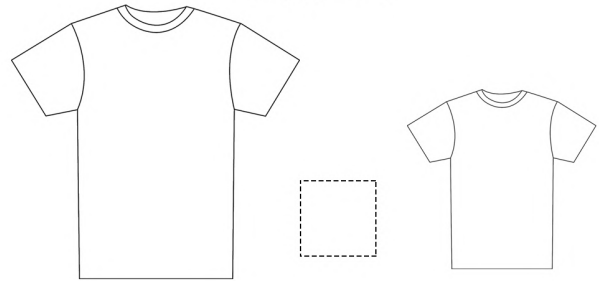
The next stage is to make sure we have a variety of different sizes from children to adults, so that our clothing fits all the amazing different body shapes and sizes! Popsy loves to share positivity and we believe everybody is Popsy Pretty no matter what the size is!

Use the maths symbols to help us determine the sizing. Use the key to help you.

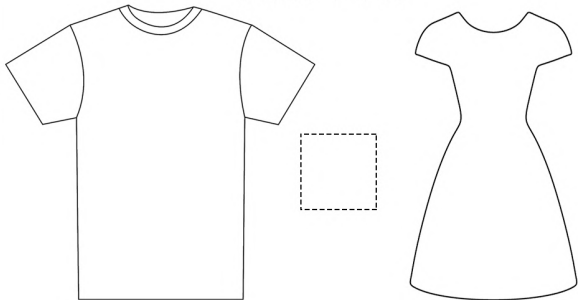
Grade One



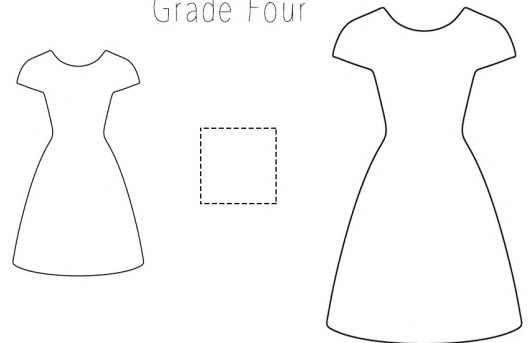
Grade Two



Grade Three



Grade Four



Symbol Key

= Equal To
≠ Not Equal To
> Greater Than
< Less Than

≥ Greater Than or Equal To
≤ Less Than or Equal To

POPSY

CASH HANDLING

As we're an online business, all of our money is virtual! Customers make their payments online. However, it is important to understand the value of money.

Tell us how many of each coin / note we would need to pay for our assets.
Get an adult to place out real coins/notes if this helps!



Needles
6p

How many 2p coins would we need?



Thread
25p

How many 5p coins would we need?



Scissors
£1

How many 50p coins would we need?



Coat Hanger
30p

How many 10p coins would we need for
2 coat hangers?



Sewing Machine
£100

How many £20 notes would we need?

We have to make sure we have these assets are always stock in order to make dresses.
We have to monitor our cash flow to make sure we always have enough money.

POPSY

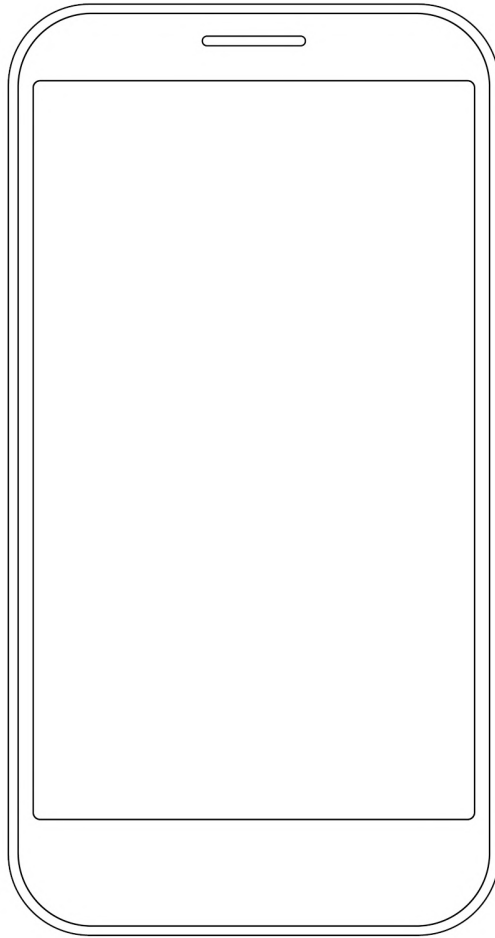
SOCIAL MEDIA MARKETING

Once the clothing is made that is only the start, now the hard work really begins!

Marketing is making sure that the world knows about your product. We have to advertise so that people know we exist. As we're an online business, we use our website and social media to do this.

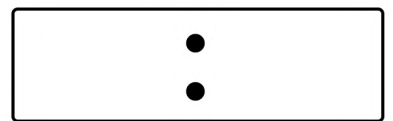
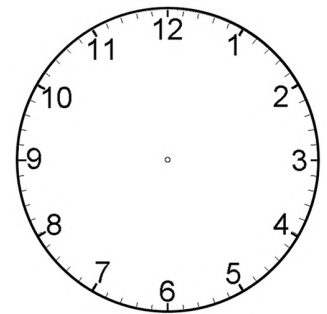
Help us to create Popsy positive hashtags!

#PopsyPretty



Draw a picture of yourself doing a live video!

We need your help to decide what time is best to go 'live'. Remember to use both the analog and digital clock!



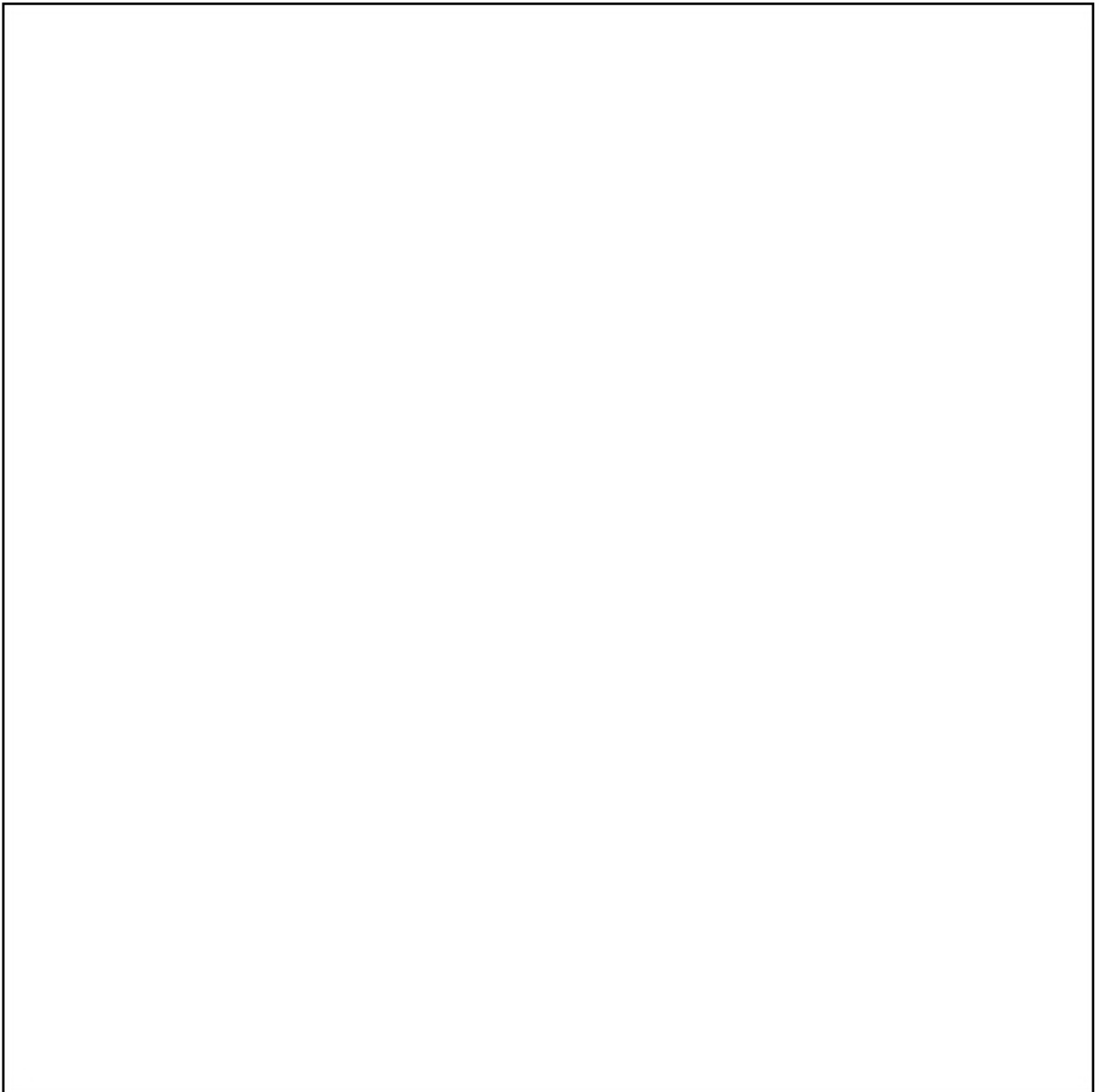
Write 3 bullet points to help describe and sell your dress that would help prompt you to discuss it on your live video:

-
-
-

DESIGN YOUR PROMO

Help us promote your new garment by designing a poster that can be used both on our social media and for printed flyers to be distributed to houses.

You can design your poster how you like but Greg has asked that it includes:
The price, a picture of the garment, a discount code, our website (www.popsyclothing.com),
a description and our tag line "It's Got Pockets".



POPSY

SOCIAL INFLUENCERS

A great way for us to promote Popsy is to get positive people in the public eye to try our dresses. We have had our clothing worn on many TV shows by many different stars.

Who should be the next Popsy influencer?

Tell us a bit more why you have picked this person and/or group.



DISCOUNT CODES

One way we like to treat our loyal customers here at Popsy is by giving out discount codes. These can be used to get money off an order.

Help us work out the discount when applied to a £20 Poppet T-shirt.

Discount Code	Percentage	Money Off
POPSY20	20%	£4.00
POPPET10	_____	£2.00
CHERISH45	45%	_____

POPSY

WEBSITE BLURB

We make sure that all of our clothing is photographed by a professional photographer so that all of our customers can see a true likeness of the clothing (as much as screens will allow).

Each of our garments have a blurb, which Cherish writes to describe our clothing.

These help the customer make a decision on a dress and should be short and snappy!

(Read Cherish's example of a blurb below and use the example to help you write your very own)



One of my most favourite things to do is hop on the train and visit London and this is why I decided that I wanted to include a print within our collection that is dedicated to this truly remarkable city. We had lots of fun designing this print and picking out the landmarks to include! Perfect for a day of sightseeing or the daily commute, Brittney can be worn for work or for play. I have paired Brittney with a red belt and our Popsy 50 Denier Tights in Navy.

She also features our pockets which we know you love. Her fabric base is similar to Rebecca, Phyllis and Barbara. She is true to size, if you are between sizes I recommend ordering the smaller size out of the two as she does have some stretch to her.

Cherish x

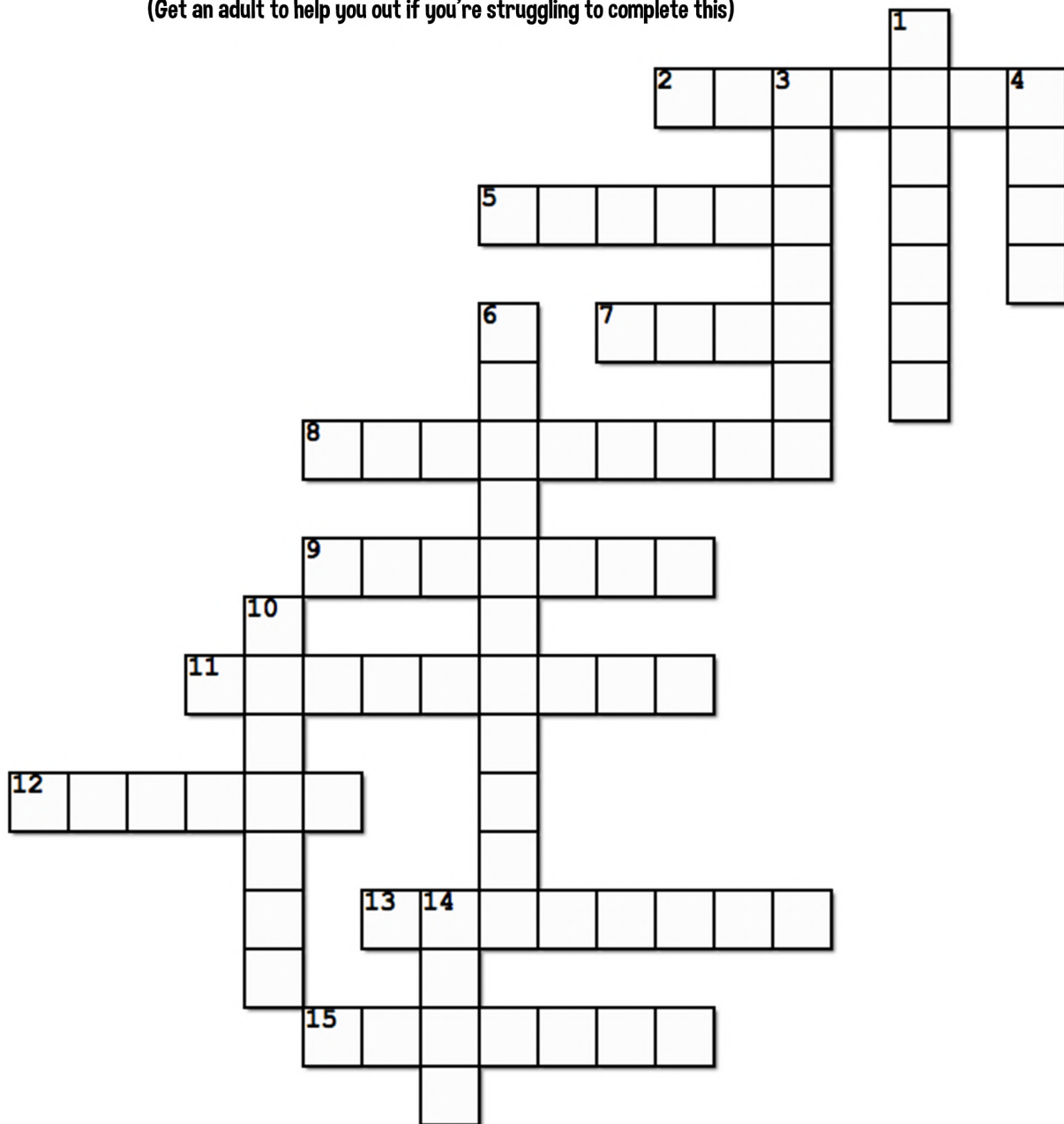
Write the blurb for your very own garment!

POPSY

MARKETING

Once our garments have been launched onto the website, we sit back and wait for the orders to come in! Help us complete this crossword puzzle while you wait.

(Get an adult to help you out if you're struggling to complete this)



Across

2. The name for our mini Popsy customers
5. We order this in from a supplier and cut it to make our clothing
7. Each of our dresses have their very own...
8. We wouldn't be anywhere without our...
9. One of the owners of Popsy
11. Before we manufacture our dresses we make a...
12. Popsy Clothing has won many...
13. We give this to our awesome customers sometimes!
15. The most popular garment we sell is...

Down

1. A place where we sell our clothing
3. Complete our famous phrase 'It's Got...'
4. Sometimes we put garments on...
6. Customers can request these to their garments
10. The way we size up our clothing
14. It all starts with an...

POPSY

INVOICING

Your first order is here! The customer needs to pay for the garment before we send it out. We do this by sending an invoice, so the customer can see a break down of exactly what they are paying for. Help complete the gaps in the invoice. Try not to make a mistake as you risk losing money for the business!



INVOICE

To: Cherish Reardon

Popsy Clothing Ltd, Unit 2 Bath Road, Nuneaton
Warwickshire, CV11 5AP

Invoice Details

Invoice Date: 01 / 01 / 2020
Due Date: 10 / 01 / 2020
Invoice No.: #549512

Item Descriptions	Unit Price	Qty	Amount
YOUR DRESS <i>Size 16 and 22.</i>	£36.00	2	_____
YOUR DRESS <i>Size 10 with alterations.</i>	£36.00	_____	£108.00
POPPETS T-SHIRT <i>5x aged 2-3.</i>	_____	5	£100.00
POPSY TIGHTS <i>Black, 50 denier.</i>	£6.80	1	_____

Payment Method



We Accept Visa, Master Card, Payoneer.

Sub Total

Discount 10% off

-£28.68

GRAND TOTAL

Terms and Conditions:

To be paid immediately before dispatch is made.

Popsy Clothing



CUSTOMERCARE@POPSYCLOTHING.COM



Popsy Clothing Ltd, Unit 2 Bath Road,
Nuneaton, Warwickshire, CV11 5AP

POPSY

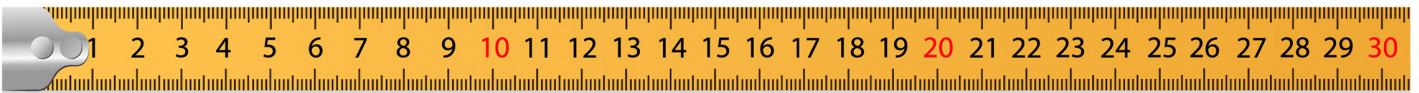
ALTERATIONS

Hold on! A customer has requested some alterations to their garment.
Look at the enquiry and assess whether it's something you can do.

**If the alteration can be done, mark the correct measurement with an arrow.
If you can't do the alteration, leave a note to the customer so they know why.**

Enquiry 1:

"Please may you take 24cm off the length of my dress?"



Is this an alteration that can be done? Yes No

Notes: _____

Enquiry 2:

"I am a little shorter than the model wearing the dress. I need 6 inches off"

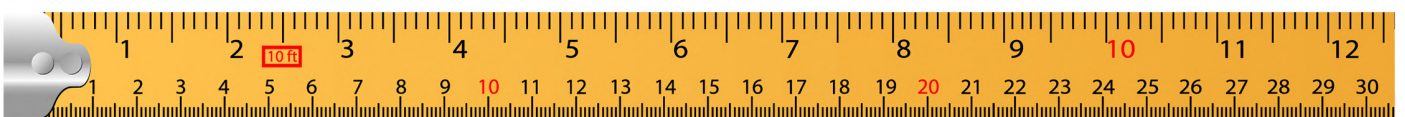


Is this an alteration that can be done? Yes No

Notes: _____

Enquiry 3:

"Can you please add on 5cm to the length of the arms?"



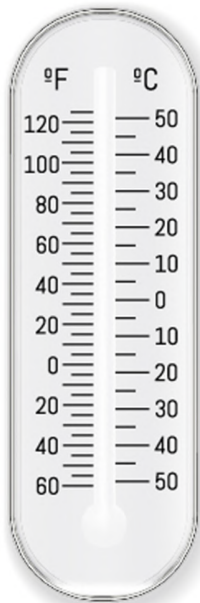
Is this an alteration that can be done? Yes No

Notes: _____

POPSY

WASHING & MAINTAINING

All of our clothes at Popsy get steamed and folded before they go out to our customers. We only send our clothing out in the best condition.



Customers are advised to wash their Popsy at a 30-degree Celsius heat, with the clothing inside out. This helps keep the clothes looking their best for as long as possible! Help us mark it on the thermometer by colouring it red to the level it should be. Draw an arrow first if this helps.

Draw a line to the correct washing symbol!



Do Not Tumble Dry Iron on Low Heat Wash below 30 degrees Hand Wash

Help us fill in the missing percentages from our labels!

TIP - Percentages should ALWAYS add up to 100%

LABEL 1

Main - 95% Polyester — % Elastane
Lining - — % Viscose 8% Elastane

LABEL 2

Main - 37% Polyester — % Elastane
Lining - — % Viscose 52% Elastane

POPSY

POPSY PACKER

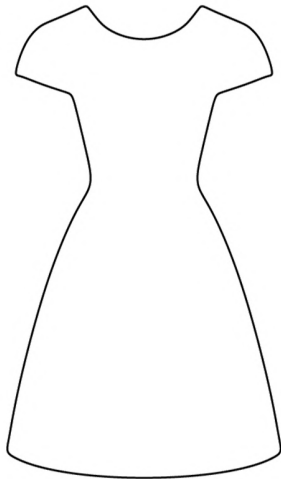
Wow, this customer really likes your design... what a big order!
Check through the customer's order to make sure that you pack it correctly.

1x Size 20 Dress (No belt required)
2x Age 7-8 Dress
1x M Men's Tshirt
4x Age 2-3 T-Shirt



This is your order form. Please note all of our dresses come with a belt (unless requested otherwise) and we pack some Popsy Positivity into every order!

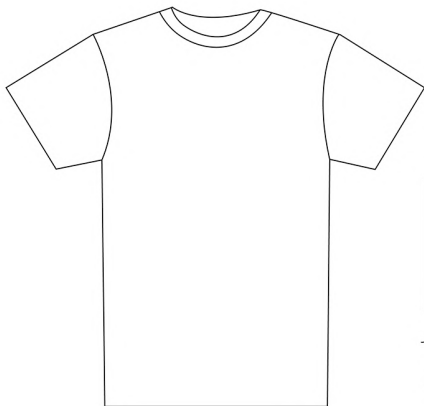
(Enter a total number in the boxes on the items you wish to pack!)



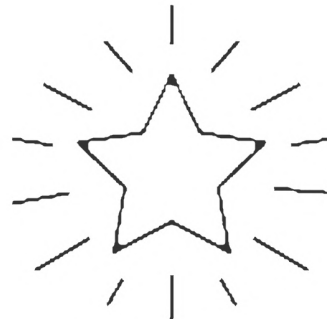
Dress



Belt



T-Shirt



A sprinkle
of Popsy Positivity

Total Number of Items:


POPSY

POSTING & PACKAGING

Once the order has been packed, we need to print our labels. One of our team will carefully make sure that the correct order goes to the customer.

(It is really important we don't share our addresses with anybody we're not familiar such as strangers or people we do not trust, however it is very useful to know exactly where you live, if for example you need to ring the emergency services).

Write out your full name and address on the package label below or make up a brand new address to send your garment too!

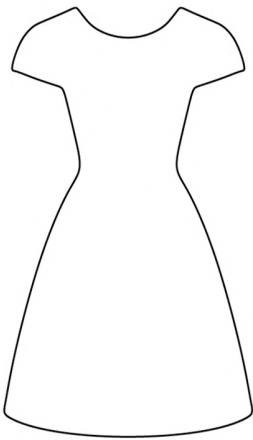


Don't forget to apply a postage stamp! The customer is in urgent need of their Popsy...
Circle the delivery option you think will get to the customer fastest!

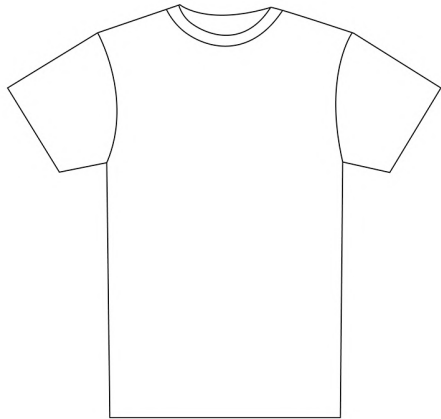
GOING GLOBAL

Here at Popsy we have a huge number of customers that live in many amazing countries around the world. We ship our clothing internationally and we love to learn new languages to help communicate with our customers better.

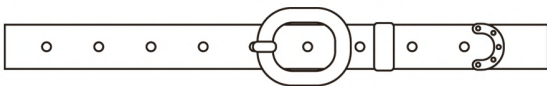
With an adults help, draw a line to match up the correct item of clothing to the correct German, French and Spanish translation!



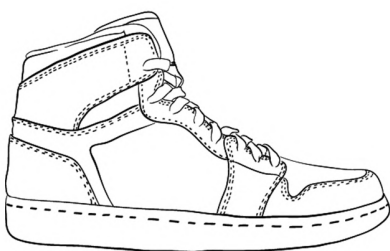
cinturón (Spanish)
Gürtel (German)
ceinture (French)



vestir (Spanish)
Kleid (German)
robe (French)



camiseta (Spanish)
Hemd (German)
chemise (French)



Zapatos (Spanish)
Schuhe (German)
des chaussures (French)

POPSY

CUSTOMER CARE

Aftercare at Popsy is something we take very seriously. On the odd occasion, there could have been a mishandling in transit or an issue on the production line we haven't spotted that causes a problem for our customer. We have a dedicated customer care team to find the best solution to any problem our customer has with the product or service.

Read the customer enquiries and respond, then decide the best solution to the problem.

Please note - We have a 28-day return policy, so long as the tags haven't been removed!

Refund or Replacement?

Customer: Karen Order Date: 3 days ago

RE: Late Order

Hi,

I ordered my dress with next day delivery and it still hasn't arrived. Please may you advise?



Customer: Emily Order Date: 15 days ago

RE: Dislike the fit

Hello Team Popsy!

I loved the dress on the website but it doesn't quite fit me as I imagined. I have left the tags on the garment.



Refund or Replacement?

POPSY

WOW!

You did it!! All your hard work has saved Popsy!
Everybody at Popsy HQ is really thankful and we think
you're awesome! You're now a fully pledged Popsy
Poppet! Don't forget to print off your certificate to
show your family and friends!

Cherish x

CLOTHING

POPSY

CONTACT US

Don't be a stranger! We love to hear from you all.
You can contact us on any of the below methods.
Don't forget we release brand new clothing every Friday at 12pm.

Website

www.popsyclothing.co.uk

Email

customercare@popsyclothing.com

Post

Customer Services Department
Popsy Clothing Ltd
Unit 2 Bath Road
Nuneaton
Warwickshire
CV11 5AP

[Facebook.com/PopsyClothing](https://www.facebook.com/PopsyClothing)
[Instagram - @PopsyClothing](https://www.instagram.com/PopsyClothing)

You can also join our community by joining our group,
just search for 'Popsy Clothing – Frocks and Friends' on Facebook.

Look forward to hearing from you soon!

Cherish and Greg x

P.S. A massive thank you to Emily (Ruminate Productions) for creating this work booklet for us!
www.ruminateproductions.co.uk

CLOTHING