

trainmeTM
training center

Developing **Retail Professionals**

International Certificate From UK

30 hours

**Would you like to run this
course in-house?**

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Program Summary

The retail industry is a dynamic industry and one of the country's largest employers. To progress in the retail industry participants must learn to efficiently meet the needs of external and internal customers. Meeting this challenge is the key to improving retail workplace skills and to developing responsibilities for others within the team. This workshop is ideal for people who have developed basic skills and knowledge as sales associates, first level supervisors, and experienced retail staff who are keen to take up supervisory roles that require the essential skills needed to monitor teams effectively.



Program Objectives

- Work effectively in a retail environment
- Organize and maintain work area
- Maintain store safety and security
- Apply retail operational practices and sell products and services
- Dealing with customers and staff
- Apply point of sales systems
- Balance point of sale terminal
- Operate retail IT
- Effectiveness in stock handling and merchandizing
- Recommend specialized products and services
- Coordinate interaction with customers
- Develop innovative ideas at work
- Effectiveness in teamwork and productivity





Training methods

Interactive training sessions where participants will be engaged in many experiential learning style and apply the learning in the workshop. The tools that will be used in the workshop are:

- Surveys and questionnaires
- Individual and team exercises
- One to one and group discussions
- Case studies
- Pre and post tests

Course Criteria

- Trainee must be 18 years old or above.
- Basic English qualification is a must.
- Trainee must complete minimum of %80 attendance in order to be eligible to acquire this certificate.
- Successful completion of the course assessment

Topic

Module 1 Working in retail

- Retail terminology
- Work effectively in a retail environment
- Organize and maintain work area
- Maintain store safety and security

Module 2 Selling

- Apply retail operational practices
- Sell products and services
- Develop product knowledge

Module 3 Dealing with customers and staff

- Communicate in the workplace
- Interact with customers

Module 4 Transacting sales

- Apply point of sales systems
- Balance point of sale terminal
- Operate retail IT

Module 5 Stock handling and merchandizing

- Minimize theft
- Perform stock control
- Create a display
- Coordinate merchandise presentation
- Maintain and order stock
- Recommend specialized products and services

Module 6 Customer service

- Coordinate interaction with customers
- Develop innovative ideas at work

Module 7 Teamwork and productivity

- Organize personal work priorities and development
- Contribute to team effectiveness