

Retail Sales Management

Course Overview:

This program is aimed at training candidates for the job of a "Retail Sales Associate", in the "Retail" Sector/Industry.

Pre-requisite:

- Basic knowledge of statistics, computers

Course Objective:

Upon successful completion of the course, participants should learn:

- Process credit applications for purchases
- Help maintain healthy and safety
- Demonstrate products to customers
- Create a positive image of self & organisation in the customers mind
- Monitor and solve service concerns

Course Outline:

The contents of this course are designed to support the course objectives. The following is an indicative list of content which is included in this course:

- To process credit applications for purchases
- To help keep the store secure
- To help maintain health and safety
- To demonstrate products to customers
- To provide specialist support to customer facilitating purchases
- To provide Personalized sales & post-sales service support