

# CPD Course in Retailing

## Open Learning Programme Information

**PROGRAMME CONTENT:** 10 Modules

**Company Information:** Detailing Company Profile and Structure, Job Description and Profile, Curriculum Vitae, Course Attendance, Personal Development Plan and Company Aims and Objectives

**Customer Service:** Understanding Customer expectations, Effective Customer Relations, how to prepare for Customers, You are the Company, Preparing Yourself, meeting Customer needs, Types of Welcome, Product Knowledge and Care, Complaints, good Customer Service

**Checkout:** Looking at Customer Impressions, Entering and Scanning goods, Handling Cash, checking for Fraudulent Notes, Cheques and Debit/Credit Cards and Cashing up

**Health & Safety:** Outlining details of the Health & Safety Laws, Employer and Employee responsibilities, Safe Lifting & Handling, Fire equipment, Accident Reporting, First Aid, Risk Assessments, Control of Substances, Safe use of Machinery, Bomb threats, Pest Control

**Merchandising:** Understanding the planning and overall look of Displays, Visual Merchandising, Space Allocation, Tools and Equipment, Stock selection, Stocking the Display, Housekeeping, Labelling and Pricing

**Legislation:** Detailing Legislation and Consumer Law, Sale of Goods Act, Supply of Goods and Services Act, Tort (Interface with Goods) Act, Trade Descriptions Act, Consumer Protection Act, Shops Act

**Security:** Looking at Crime prevention, Crime prevention equipment and use, Security of premises, Personal Security, Conflict resolution and diffusing non-violent situations, Physical attacks, Staff security and vigilance, Collecting evidence

**Stock Control:** Understanding What is Stock, receiving and unpacking Stock, Delivery Note, Stock reception area, Stock returns and claims, Stock Storage, Rotation and Control

**Team Building:** Outlining Team Building and Communication skills, Communication Processes, Supportive approach to Teamwork, Resolving Team Conflict, Contingency Planning, Brainstorming, SMART Criteria, Devising a Policy