



RETAIL MASTER CLASS



**SMALL RE-CYCLING
BUSINESS OWNER**

103275



010 085 0918



www.zoneups.com



405 Cliff Ave, Waterkloofridge, Pretoria



BOOK NOW



2 Day Course



Classroom & Online Training



Certificate of Attendance

ABOUT THIS COURSE

We are a professional training provider committed to delivering high-quality, practical, and industry-relevant learning programmes. Our goal is to equip individuals with the skills, knowledge, and confidence needed to succeed in today's dynamic work environment.

Our training is designed to bridge the gap between theory and real-world application, ensuring that learners gain hands-on experience and practical insights that can be applied immediately in the workplace. We focus on developing essential skills such as customer service, teamwork, leadership, and operational efficiency. Aligned with industry standards and best practices, our programmes are structured to support both personal growth and career advancement. Whether you are entering the workforce or looking to enhance your current skills, we provide the tools and support needed to help you achieve your goals



Target Audience

- Practitioners
- Educators
- Caregivers
- Teachers
- Assistants
- Students
- Parents
- Facilitators
- Supervisors

PRICE

ONLINE TRAINING :Request a Route

CLASSROOM: Request a Route

(Includes snacks and beverages – only applicable to classroom bookings)

DAY ONE

OVERVIEW

SMART ZONE

Overview of the Retail Industry

- Gain an understanding of how the retail sector operates, including different types of retail businesses and key factors that drive success in the industry.

Understanding Customer Behaviour

- Learn how customers make buying decisions and how to identify their needs in order to provide better service and increase sales.
- **Customer Service Excellence**
- Develop the skills needed to deliver high-quality service, handle customers professionally, and create a positive shopping experience.

Merchandising & Store Layout

- Understand how product placement, store design, and visual presentation influence customer behaviour and sales.

Stock Control & Inventory Management

- Learn the basics of managing stock, tracking inventory, and ensuring products are available when needed.

Point of Sale (POS) Systems & Transactions

- Understand how to use POS systems, process transactions accurately, and manage daily store operations efficiently.
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DAY TWO

OVERVIEW

SMART ZONE

Sales Techniques & Upselling

- Learn how to apply effective selling techniques and increase revenue through upselling and cross-selling strategies.

Handling Customer Complaints

- Develop the ability to manage complaints professionally, resolve issues, and maintain strong customer relationships.

Visual Merchandising Strategies

- Learn advanced merchandising techniques to attract customers and increase product visibility and sales.

Basic Financial Understanding

- Understand key financial concepts such as pricing, costs, and profit to support better business decisions.

Team Performance & Productivity

- Learn how teamwork and individual performance impact store success and how to improve productivity.

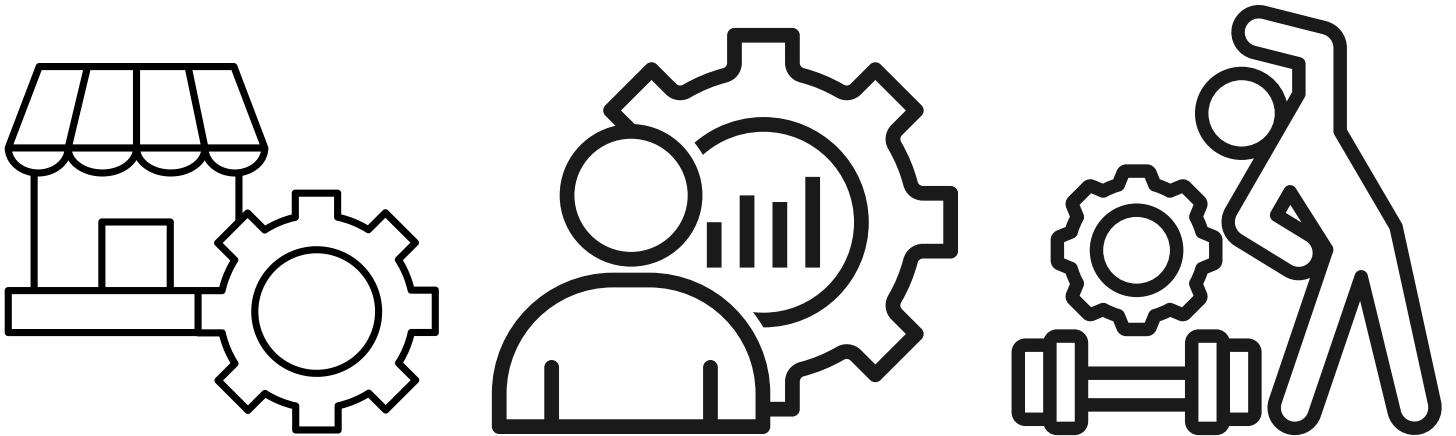
Retail Business Growth & Entrepreneurship

- Gain insight into how retail businesses grow, including basic entrepreneurial skills and business expansion strategies.

FEATURES OF THIS COURSE

SMART ZONE

- QCTO-Aligned Programme
- Based on nationally recognised Retail Supervisor qualification standards
- Comprehensive Retail Training
- Covers supervision, operations, performance management, and customer service
- Practical & Workplace-Focused Learning



BENEFITS OF THIS SHORT COURSE

- Gain in-demand retail buying skills
- Improve decision-making in stock and purchasing
- Learn to manage suppliers effectively
- Increase profitability through better buying strategies





SIGN UP NOW

SIGN UP NOW AND SECURE YOUR PLACE

1. Register Online- www.zoneups.com
2. Select the training you prefer and the date you would like to attend.
3. Fill in the registration form.
4. Choose your payment method and finalize the booking.

Request a Quotation

Accreditation



*South African
Institute Of
Occupational Safety
And Health*



Services SETA



Fasset

Make the future count



ETDP-SETA



QCTO