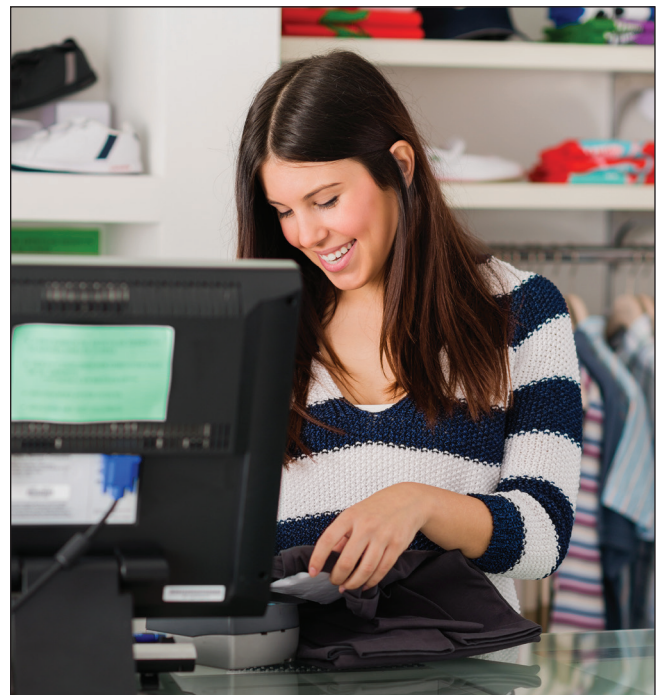


# Be ready to take the next step

## New Zealand Certificate in Retail (Level 3)

Your sales assistants may have what it takes to step up and help your business succeed. The New Zealand Certificate in Retail (Level 3) is designed to help them do just that, and help take your business to the next level.

It is easily delivered to your staff, on the job, and at a pace that works for your business. Your staff will be up-skilled in: store performance, product knowledge, loss prevention, health and safety and more...



### Benefits for your business

Upskilling your staff in this on-job training programme helps you:

- ▶ meet your customers' expectations for great service
- ▶ increase productivity and sales
- ▶ continue to improve your service offer with new skills
- ▶ boost morale and retain skilled employees.

### Benefits for your employees

Upskilling your staff in this on-job training programme helps them:

- ▶ take on more responsibility
- ▶ understand the importance of their role for customers and the business
- ▶ increase job satisfaction and stimulation
- ▶ develop a strong career with this nationally-recognised qualification.

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## How to become a 'Reader's Digest Most Trusted Brand'

Resene wanted to build a business based on excellent product and customer service. They also wanted to retain and reward great employees.

**Solution:** By upskilling hundreds of employees with the New Zealand Certificates in Retail (Level 3 and 4), Resene endorses its high quality standards and helps reward and retain employees with nationally recognised qualifications and a bonus programme.

**Result:** Resene's focus on excellence saw it named Reader's Digest Most Trusted Brand in NZ 2014. Resene's Canterbury Retail Manager Andy McPherson says: "ServiceIQ teaches people how to do a great job and offer a high level of customer service. On top of experience, our team get a real qualification to build their career."



### Programme features – Skills for success

Your staff will gain these essential skills and your business will benefit. Here's a brief summary of what they will learn:

General	Store performance	Essential employee know-how	Managing stock
<ul style="list-style-type: none"><li>▶ Understanding your store, your customers, your products.</li><li>▶ Legislation.</li><li>▶ Health &amp; Safety.</li><li>▶ Risk management.</li></ul>	<ul style="list-style-type: none"><li>▶ Assisting with staff and resource management.</li><li>▶ Loss prevention policies and procedures.</li></ul>	<ul style="list-style-type: none"><li>▶ Interaction between staff, management and customers.</li><li>▶ Responding to customer complaints.</li></ul>	<ul style="list-style-type: none"><li>▶ Managing stock levels.</li><li>▶ Applying Standard Operating Procedures (SOPs).</li></ul>



### Why ServiceIQ?

ServiceIQ is your industry-endorsed training partner committed to helping you build a successful business through world-class customer service. We are the Industry Training Organisation (ITO) for the service industry and our experts develop top quality on-job training programmes that make a positive difference for businesses of all sizes right across New Zealand.

### More

This essential skills programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ training advisor for no obligation advice and programmes to fit your needs.