



Develop your retail professional star

# New Zealand Apprenticeship in Retail (Level 3 & 4)

Customers choose where to shop based on service, product, price, location and so much more. But it's skilled, talented and committed people that pull all that together and drive success for your business. Staff with the right skills and knowledge make your store the top choice for your customers.

ServiceIQ helps you offer talented, up-and-coming employees an apprenticeship that delivers everything they need to impress your customers and help you run a slick operation. It's also vital for growing a serious career in retail or management.

The programme is easily delivered to your staff, on-job, and at a pace that works for you.

## Programme Features – Skills for success

Your staff will gain essential skills and your business will benefit. Among much more, they will learn how to:

- ▶ understand your store, your customers, your products
- ▶ apply legislation
- ▶ monitor and maintain health, safety, and security practices
- ▶ manage risk
- ▶ apply loss prevention policies and procedures
- ▶ interact with other staff, management, and customers
- ▶ respond to customer complaints
- ▶ collate and dispatch customer orders
- ▶ establish and maintain stock levels
- ▶ monitor and maintain staff performance and customer interaction for great results
- ▶ apply business performance measures to sales situations
- ▶ lead an effective team
- ▶ ensure staff complete sales processes that enhance customer experience
- ▶ monitor and maintain productive customer relationships to promote brand loyalty
- ▶ apply, monitor, and maintain standard operating procedures for effective service
- ▶ lead the creation of in-store displays and merchandising.

Find out more: [www.ServiceIQ.org.nz/training/retail/retail-programmes](http://www.ServiceIQ.org.nz/training/retail/retail-programmes)

**ServiceIQ**  
Industry Qualifications

We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

Contact us: 0800 863 693 | [intel@ServiceIQ.org.nz](mailto:intel@ServiceIQ.org.nz)