



Find out more!

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.

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

- ▶ Understanding your store, your customers, your products.
- ▶ Legislation.
- ▶ Health and Safety.
- ▶ Risk management.

Store performance

- ▶ Assisting with staff and resource management.
- ▶ Loss prevention policies and procedures.

Essential employee know-how

- ▶ Interaction between staff, management and customers.
- ▶ Responding to customer complaints.

Managing stock

- ▶ Managing stock levels.
- ▶ Applying Standard Operating Procedures (SOPs).

Find out more: 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

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