



Find out more!

Step up to management with confidence

# New Zealand Certificate in Retail (Level 4)

Whether your retail business is in-store, online, or both, give your up-coming team leaders, supervisors and managers the skills, knowledge and confidence they need to successfully lead a team and make the right decisions for the best results. The New Zealand Certificate in Retail (Level 4) is designed to help your talented people 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: staff performance, stock management, specialist knowledge, workplace interactions and more.

## Programme Features – Skills for success

This programme gives your staff the skills and know-how they need to make the right decisions, lead a team and benefit the business. Here's a brief summary of what they will learn:

### Effective health and safety management

How to:

- ▶ monitor and maintain health, safety and security practices for your business.

### Operations, stock management and merchandising

How to:

- ▶ apply, monitor and maintain standard operating procedures for effective service
- ▶ establish and maintain stock levels, collate and dispatch customer orders
- ▶ lead the creation of in-store displays and merchandising.

### Staff and store performance

How to:

- ▶ monitor and maintain staff performance and customer interaction for great results
- ▶ apply business performance measures to sales situations
- ▶ effectively lead a team
- ▶ ensure staff complete sales processes that enhance customer experience
- ▶ monitor and maintain productive customer relationships to promote brand loyalty.

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)

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