



Find out more!

Getting started in Retail

Retail Savvy Award

Great businesses get the basics right. Make sure you get your entry-level employees up to speed with the essentials of excellent customer service. The Retail Savvy Award is ideal initial training for the retail industry.

It is easily delivered to your employees, on the job, at a pace that works for your business and it's available in print or online. Your employees will be upskilled in: service delivery, product knowledge and health and safety.

Programme features – Skills for success

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

- ▶ Learning how to interact effectively with customers.
- ▶ Using product knowledge to help customers choose what to buy.
- ▶ Using the stock management processes and procedures in store.
- ▶ How to use safe work practices in a retail or distribution environment.
- ▶ How to work well with your team.

Available in print or online.

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.

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