

NCFE Level 2 Certificate in Understanding Retail Operations



Objectives

- ◆ Understanding customer service in the retail sector
- ◆ Understanding the retail selling process
- ◆ Understanding how individuals and teams contribute to the effectiveness of a retail business .
- ◆ Understanding how a retail business maintains health and safety on its premises

Topics/Content outline

1. Describe the key features of excellent customer service
2. Describe the key features of unsatisfactory customer service
3. Explain why an effective rapport needs to be created with customers
4. Describe a range of methods for keeping product knowledge up-to-date
5. State the key requirements in a contract of employment in retail business
6. Describe how poor communication skills can affect a team's performance
7. State when and how to raise an emergency alarm
8. Explain why equipment and materials should be used in line with the employer's and manufacturer's instructions

Target Audience

Duration

(18 Credit) :Total Qualification time TQT –

Price

600 BD

Preparation for Life and Work

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