

Shopready is an online package that will give employers a cost-effective flexible option of training their staff in the very basics of working in a retail environment. From customer service to OH&S and loss prevention, this is perfect for retailers to induct staff and increase productivity from day one across all staff.

Communicate in retail

The first Shopready module deals with the importance of creating a good impression and how to greet and communicate effectively with your customers. Includes a focus on good telephone techniques such as the importance of good technique, how to answer the phone in a professional manner and to take phone messages.

Delivering exceptional customer service

Creating an effective buying environment, communicating effectively with the customer, developing questioning skills, welcoming customers, maintaining contact with customers and developing rapport are covered in the second module.

Closing the sale

This learning module takes the learner through customer buying signals and methods of closing the sale.

OH&S – Safety and roles and responsibilities

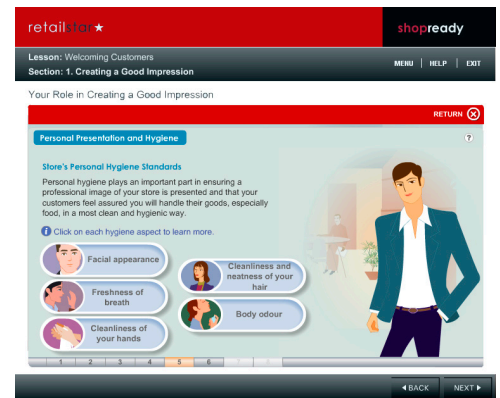
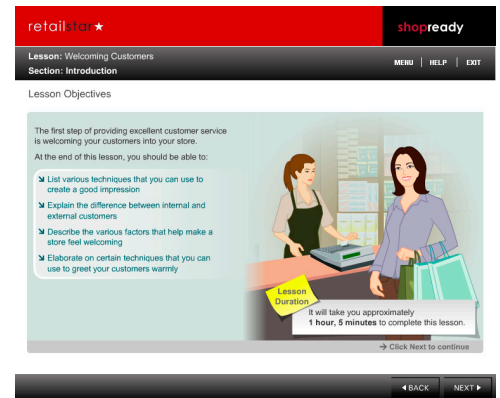
The fourth module negotiates the Australian State and Territory OHS Legislation, OHS legislation and duty of care, employers and employees’ duty of care, OHS policy and procedures and your role in preventing accidents.

Loss prevention

Basic loss prevention topics such as store security systems, bag checks in store, how to minimise opportunities for theft and what to do if security alarms activate are contained in module five.

Placing and arranging merchandise

The final Shopready learning module covers topics including maximising sales using effective store layout, the five golden rules of merchandising, attracting your target market, merchandising planograms and buying environments.



Benefits

- ✓ Staff productive for day one
- ✓ Improve customer service
- ✓ Maximise OHS compliance
- ✓ Minimise product theft
- ✓ Maximise sales
- ✓ Reduce turnover of staff
- ✓ Reduce induction cost