

Understanding Retail Operations

Understanding what contributes to good customer service and how to deal with compliments and complaints is an essential skill in any retail operation. Learn how to improve performance and contribute to the overall business success.



Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college
- Learn how to be effective in any retail environment

What you will learn

- Understand good customer service
- Understand the selling process
- Understand how individuals and teams contribute to effectiveness
- Understand health & safety and retail customer law
- Understand how to deal with customer queries and complaints
- Understand handling of customer payments
- Understand control, receipt and storage of stock



Eligibility Criteria

- Aged 19+ (born before 01/09/1999)
- Lived in the EU for 3 years



Available
fully funded

To find out more about this qualification, please contact:

Call: 01924 303 302 | Email: wakefieldonlinelearning@wakefield.gov.uk |

Visit: www.wakefield.gov.uk/adulteducation