

# Creative Retail Selling and Visual Merchandising Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2025-09-08

**End Date:** 2025-09-12

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** P,CS,SAMC

**Course Code:** P,CS,SAMC-5

## Syllabus

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### Course Syllabus

#### Introduction

**This program is designed for:**

All retail sales staff as well as team leaders and supervisors accountable for sales.

#### Objectives

- Develop the necessary competence and attitude to maximize sales and create long-term customer loyalty.
- Explain customer behavior in a retail environment.
- Use practical selling skills to guide their customers through a defined customer decision process.
- Create a positive customer shopping experience.
- Generate outstanding customer service.

- The Changing Business Environment
- The Buyer Decision Process
- New Roles of Retail Sales Associates
- Three Basic Tasks of Retailing
- Retailing Biggest Challenges
- The Black Hole Concept

## **The Retail Selling Process**

- The Customers Buying Motives
- The Retail Purchase Decision Process
- Presale Planning (Gathering Information)
- The Retail Four Fold Selling Process (Selling Cycle)
- Characteristics of a Top Retail Salesperson

## **The GUEST Approach Selling Format**

- Greeting the GUEST
- Understanding the GUEST
- Explaining the Products' Features and Benefits
- Suggesting Additional Items
- Thanking the GUEST

## **Customer Service Excellence in Retail**

- Customer Service Defined (Retail Perspective)
- Determining Customer Service Levels
- Factors to Consider When Determining Customer Services to Offer
- Foundations of Great Service People
- Handling Complaints
- Dealing with Different Types of Customers

## **Merchandising for the Ideal Customer Experience**

- Merchandising Presentation
- Store Environment Atmosphere
- Various Store Designs
- The Different Types of Fixtures
- Preparing and Conducting a "Store Audit Report"
- Important Retail Metrics and KPIs (Evaluating Store and Staff Performance)
- Field Visit to a Retail Shopping Centre