

Occupational Certificate: Retail Supervisor NQF 4

^ PURPOSE

The purpose of this qualification is to equip a learner with knowledge and skills to operate as a retail supervisor.

A qualified learner will be able to:

- Supervise retail and wholesale staff
- Supervise the implementation and maintenance of retail or wholesale operations
- Analyse causes of customer complaints and to resolve them in a manner that promotes customer loyalty

^ COURSE CONTENT

Module 1: Team Supervision ▼

- Concepts and principles of supervising wholesale or retail staff
- Supervise retail or wholesale staff
- Supervise operations

Module 2: Monitoring and Evaluation ▼

- Concepts and principles of monitoring and improving performance
- Monitor and control the work performance of a team

Module 3: Implementation and Maintenance ▼

- Concepts and principles for the implementation and maintenance of retail or wholesale operations
- Processes and procedures for supervising, implementing and maintaining processes and procedures in a specific area of responsibility in a wholesale or retail outlet

Module 4: Customer Relationship Management ▼

- Concepts and principles of enhancing customer service
- Supervise service to internal and external retail and wholesale customers
- Processes and procedures for enhancing customer service in a wholesale or retail outlet

Module 5: Complaints Management ▼

- Resolve queries and complaints from internal and external retail and wholesale customers

DELIVERY

- Duration: 12 Months
- Delivery: Classroom/online/blended

^ ENTRY LEVEL REQUIREMENTS

- Mathematical Literacy at NQF Level 4
- Communication at NQF Level 4

^ CAREER POSSIBILITIES

- Store manager
- Area or regional manager
- Merchandising manager
- Customer service manager
- Sales manager

^ ACCREDITATION

- Occupational Certificate: Retail Supervisor
- Accreditation: QCTO
- SAQA ID: 99573
- NQF Level: 4

MORE INFO

OUR MOST POPULAR CATEGORIES

SHORT COURSES

LEARNERSHIPS

COMPLIANCE TRAINING

Contact your preferred Sales Executive for assistance or email us at support@speccon.freshdesk.co.za to find out more.