

FRONTLINE MANAGEMENT SOLUTIONS – RETAIL



Are **YOU** a manager and want to maximise your teams' potential?

WorldHost Frontline Management Solutions training developed in Canada was originally created for Expo 86 in Vancouver. Canada used the programme for the 2010 Winter Olympic Games and is now ranked consistently among the top countries in the world for the strength of its visitor "welcome."

Bringing service excellence in retail to the UK

WorldHost Frontline Management Solutions -Retail is now available in the UK. The programme has been tailored by **Skillsmart Retail** for the UK retail sector and is delivered exclusively in North Kent through the Learning Shop a founding member of **the National Skills Academy for Retail**.

The benefits of good management

- Encourages strong leadership – helps to increase the competitive edge of your business
- Ensures your managers give the right support to their teams – improved customer experience
- Trained managers build relationships with employees – increased employee and company productivity and customer satisfaction

Participants on this certificated programme will gain valuable skills and techniques and will be eligible to wear the **WorldHost** pin badge which recognises management excellence.

What will delegates learn?

- An understanding of the key fundamentals which make a good retail manager and the key responsibilities of a frontline manager
- How to create high performing teams and how to coach for high performance
- How to empower the team to deliver excellent customer service
- How to hire and train for success
- How to manage change and productivity while focusing on the customer
- How to implement the above and create winning business strategies

Programme length: Full day

Delegate cost: £120 + VAT per delegate

To find out more or book on the programme contact learningshop@nwcollege.ac.uk or call us on 01322 624455 or visit www.learningshopbluewater.co.uk



Frontline Management Solutions - Retail Expression of interest form

Name		
Address		
Contact name		
Phone/Mobile		
Email address		
I am interested in the Sales Powered by Service – Retail	Yes / No	
I would like to know more about the Learning Shop	Yes / No	
Other comments		

Complete the form and send it back to Rosemary Smith the Learning Shop
Bluewater, West Village, Bluewater, Greenhithe, Kent DA9 9SE