Overview

Store frontline employees are the people behind the counter, on the phone or those interacting with customers. They possess a large measure of control over the customer experience. Enhancing their respective expertise provides a huge impact on the company’s success.

These are the employees working in stores such as fast food chains, department stores, bookstores, specialty clothing store, groceries, and cell phones or electronics stores.

Objectives

* To identify the functions and responsibilities of the store frontliners.
* To improve selling skills and how frontliners should present themselves to customers.

Who Should Participate

* Store Personnel/Specialist
* Retail Store Sales Associates
* Cashiers
* Service Crew

Key Topics

I. What is a store front liner
II. Functions and responsibilities
III. Types of stores
IV. Excellence in service means profit
V. Understanding customers
VI. Winning work attitude
VII. Ability to sell
VIII. Merchandise display / Store set-up
IX. Communication skills
X. Product knowledge
XI. Cash handling
XII. Importance of inventory
XIII. Team management
XIV. Role playing, games and exercises

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Website: www.businesscoachphil.com
Time
* 9:00 am - 4:00 pm

Venue
* Unit 201 Richbelt Tower,  
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Schedule
* Please check our website, or you may call any of our customer representatives.  
* Schedule may change without prior notice. Please call to confirm. BusinessCoach, Inc. is not liable for any expense incurred by seminar registrant resulting from cancellation of any of our events.

Seminar Fee
* Php 3,000.00 per person (inclusive of snacks, lunch, seminar kit, handouts, certificate of attendance)

Discount
* 10% Discount if FULL AMOUNT is paid at least five (5) banking days before the event.

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* Please call to register, or use the registration form below. Kindly fill-out, and send to us through fax (727.8860 or 727.5628) or email. You will receive a confirmation within 48 hours.

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