

Job Ready
Certificate
Course

Retail Sales Associate

-Course Overview-

Learn operations, sales and service in retail

Aligned to National Occupational Standards
identified for role of Retail Sales Associate
(RA /Q0104)

-Topics Covered-



-Course Duration-

10 Weeks full time course inclusive of:

- 144 hrs of core domain skills
- 240 hrs of youth development soft skills



Key Learning Objectives

- Build a sense of connect & pride for retail industry
- Recognize growth prospects that retail offer
- Describe the various sections in a store
- List a typical working day of a retail sales associate
- List tasks of preparing a department for service
- Identify the various product categories
- Identify the elements of VM in retail
- List the tasks involved in managing retail promotions
- Demonstrate how to tag merchandise
- Explain the various ways of creating customer delight
- Demonstrate the 5 steps to sales excellence
- Describe the cashiering process