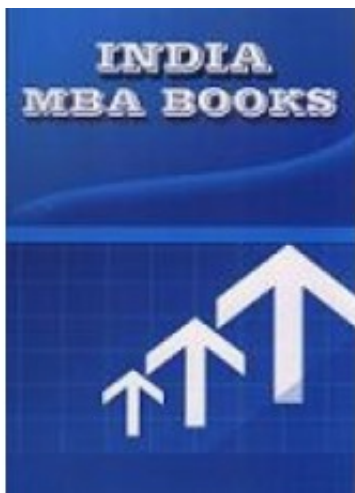


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PREVIEW OF CHAPTERS

SYLLABUS

Retail Store Management

Description

- 1. Introduction: An Overview of retail operations, Stores organisation, Selection of right Location, Different layout & designs**
- 2. Pre-Store opening: Role of operations in opening a store, Filling the store with merchandise, Concept of Distribution centre, various activities at the distribution centres**
- 3. Store opening and closing: Store opening and closing process, Material identification system, Receiving and inspection, storage system, Preservation of materials in the storage**
- 4. Retail Arithmetic: Quantitative terms related with a retail store and its calculation.**
- 5. Stock management: Relevance of stock management to retail operations, Various types of stock checks, Taking care of quality inside a store**
- 6. The store audit: Store appearance, presentation, stock, cleanliness, HR in operations**
- 7. Store finance and controls: stock valuating, stock verification, Accounts receivable, cash management, budgeting, Day to Day cash management**
- 8. Loss prevention and shrinkage control: Importance of security measures, Methods & ways to reduce shrinkage, reasons for shrinkage, Scrap and surplus management**
- 9. The customer service desk, Exchange of defective products, Loyalty Programs for a store. Different fixtures available for a retail store**
- 10. Contemporary issues in store management**

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