

What Are The Training Needs of Retail Industry?



1

New Hire Training

According to the Bureau of Labor Statistics, employee turnover, on an average is around 60%. This means that if your store has 500 employees, you will need to train 1500 employees in the next 5 years. This makes retailers train their new hires.

Operational Training

Store manager has to look after various issues like front end does not have long queues of customers, and support customers when required, also on the return policy of goods. So, the manager on duty should be trained on such aspects so that the operations are carried out smoothly.

2



Product Training

In the retail industry, the familiarity of the staff with products is important as they deal with the customers directly. The employees should have full knowledge on new products so that they can satisfy the customer needs.

3



4

Software Training

Retail staff use software for billing, inventory management, etc. It is an open fact that retail staff is always busy on the floor and training them on software through traditional classroom training generally takes days or even weeks.



Retail Sales Training Guide

E Durkheim



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