



## COURSE OBJECTIVES

### WHOLESALE AND RETAIL OPERATIONS SUPERVISION



## COURSE MODULES

### Skills Programme 1: Team Leader

	TOPIC
1	Indicate the role of a team leader ensuring that a team meets an organization's standards
2	Motivate a team
3	Induct a new member into a team

### Skills Programme 2: Business Communication

	TOPIC
4	Access information in order to respond to client enquiries in a financial services environment
5	Accommodate audience and context needs in oral communication
6	Communicate verbally with clients in a financial environment
7	Interpret and use information from texts
8	Write texts for a range of communicative contexts
9	Apply comprehension skills to engage written texts in a business environment
10	Engage in sustained oral communication and evaluate spoken texts
11	Read analyse and respond to a variety of texts
12	Write for a wide range of contexts

### Skills Programme 3: Mathematics in Business

	TOPIC
13	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
14	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts

15	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
----	---

### Skills Programme 4: Customer and Sales Management

	TOPIC
16	Supervise customer service standards
17	Supervise sales performance
18	Build customer relations in an operational unit

### Skills Programme 5: Operational Management

	TOPIC
19	Supervise housekeeping and hygiene in a store
20	Supervise implementation of loss control measures
21	Supervise stock counts
22	Describe and apply the management functions of an organization

## WHAT DO W & R OPERATIONS SUPERVISORS DO ?



By going through this course you will learn:

### 1) Supervise sales performance:

- Teamwork
- Organisation
- Information
- Communication
- Technology
- Related systems

### 2) Supervise implementation of loss control measures:

- Solve problems
- Teamwork
- Organisation
- Communication

- Related systems

### 3) Supervise stock counts:

- Teamwork
- Information
- Communication
- Technology
- Related systems
- Personal development

### 4) Supervise customer service standards:

- Teamwork
- Organisation
- Information
- Communication
- Technology
- Personal development

### 5) Supervise housekeeping and hygiene in a store:

- Solve problems
- Teamwork
- Organisation
- Information
- Communication
- Personal development

### 6) Motivate a team:

- Teamwork
- Communication
- Personal development

### 7) Describe and apply the management functions of an organization:

- Solve problems
- Teamwork
- Organisation
- Information
- Communication
- Technology
- Related systems
- Personal development

### 8) Demonstrate a basic understanding of the Primary Labour Legislation that impacts on a business unit:

- Organisation
- Information
- Communication
- Technology
- Related systems
- Personal development

### 9) Indicate the role of a team leader ensuring that a team meets an organization's standards

- Solve problems
- Teamwork
- Information
- Communication
- Related systems
- Personal development