



## **GROCERY STORE: Retail Skills for Success Industry Specific Training**

**“GOOD CUSTOMER SERVICE LEADS TO HIGHLY ENGAGED CUSTOMERS WHO BUY 90% MORE FREQUENTLY AND SPEND 60% MORE PER TRANSACTION.”**

The most important parts of grocery store success revolve around the interaction with the customer. As such, it's vital that employees be well trained, ready to provide superior customer service, and possess the skills to make each customer experience go smoothly.

**Our “Grocery Store Retail Success” training course includes the following modules:**

**Cashiering Fundamentals, Understanding Grocery Departments, Safe Food Handling, Cleaning & Maintenance, Stocking & Facing Basics, Ergonomic Lifting, Workplace Code of Conduct, Soft Skills, Superior Customer Service, Professionalism & Etiquette, and Current Safety and Health Standards Awareness relating to COVID-19.**

## **COURSE HIGHLIGHTS**

### **Grocery Store Basics**

- Understanding Grocery Departments: reviewing tasks, responsibilities and safety protocols in each area
- Safe Food Handling: importance of following safe practices and procedures
- Cashiering & Registering Fundamentals: scanning and bagging concepts, tendering sales, understanding substitutions and coupons
- Payment Methods & Handling: monetary values, counting back change, avoiding fraud, accepting checks

### **Customer Service & Workplace Code of Conduct**

- Soft Skills, Superior Customer Service and Conflict Resolution
- Standards of Behavior at Work: professional appearance, punctuality, time management, communication
- Treating others with Respect: customers and co-workers
- Use of Company Property: understanding theft and fraud
- Avoiding Workplace Violence, Discrimination, Sexual Harassment and Substance Abuse