



Managing Retail Sales: How to Get Results in Retail Management

Peter Fleming

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This volume is aimed at the store or department manager, and focuses specifically on management issues relating to retail. It should be a useful resource for the newly appointed manager, and a reference for the more experienced manager. Areas covered include: making the transition from shopfloor to manager; team leadership/management skills; creating the right sales environment; problem-handling - customer complaints; stock control; security, health and safety; recruitment; staff development - coaching and training; performance monitoring and appraisal; dealing with staff grievances; and disciplinary procedures.

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