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CUSTOMER SERVICE ASSOCIATE: RETAIL TRAINER`S MANUAL



McGraw-Hill Education, 2011. Softcover. Book Condition: New. 4th edition. This book intends to impart basic understanding of Modern Retail, store formats, store operations and managing teams, layouts and fixtures, customer service, selling skills, inventory management, customer relationship management, knowledge of food & nonfood products and apparels, It can be used for an entry level program for students who are interested to start their career in retail as CSA and grow with industry. TABLE OF CONTENTS: Chapter 1. Introduction to Vocational...

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- Released at 2011



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