

# TAFESA Retail Training Workshops 2009/2010

TAFESA (Adelaide City Campus), in partnership with HASA offer the following retail training workshops for 2009/2010. Customised specifically for Hardware, these offer great options for developing retail & management skills for your business. Numbers are strictly limited.

| Subject                 | Units offered                                  | Target Audience    | Dates offered                                  |
|-------------------------|--|--------------------|--|
| Leadership              | Build an Effective Work Team                   | Managers           | -  |
|                         | Managing the Team                              | Managers           | 30/3/10, 27/4/10                               |
| Sales/ Customer Service | Short Steps in Customer Service                | Entry/Intermediate | 20/4/10, 30/11/10                              |
|                         | Managing Sales, Service & Merchandise Delivery | Managers           | 18/8/09, 15/9/09, 13/10/09* (3 Days) (2 Units) |
| Merchandising           | Short Steps in Merchandising                   | Entry/Intermediate | 27/10/09, 23/2/10, 7/9/10                      |
| Stock Control           | Short Steps in Stock Control                   | Supervisors        | 24/11/09, 23/3/10, 2/11/10                     |
|                         | Managing Inventory                             | Managers           | 25/5/10  |
| Finances                | Using Financial Budgeting Tools                | Senior Management  | 2/2/10*, 2/3/10                                |
| Workplace Safety        | Providing a Safe Workplace                     | Managers           | 17/8/10  |
| Loss Prevention         | Controlling Store Security & Loss              | Managers           | 22/6/10  |
| Business Planning       | Introduction to Business Planning              | Managers           | 20/7/10  |
| Training/Development    | Training the Team                              | Managers           | 10/11/09                                       |

\*Includes Industry Guest Speaker Session

**WHERE:** TAFESA Adelaide City Campus 120 Currie St. Adelaide (Room W024)    **WHEN:** Session times 9.00 – 4.30 p.m

**COST:** \$150 /participant (Assessment available if certificate of attainment required: \$50 per unit & comprises a workplace project)

Booking enquiries can be directed to Paul Anderson, HASA Executive Officer by phone 0439 479 755, or by email paul@trunorthrural.com.au  
Program enquiries to Jim Bost, TAFESA/HASA Training Coordinator by phone 8207 8212 or by email james.bost@tafesa.edu.au

NB. Other units may be available upon request including Recruitment, Buying Merchandise, Change Management, Innovation & can include flexible/blended delivery modes. (Pricing upon request)

