

Retail Operations (A301)



Retail Operations

AIMS

The syllabus aims to:

- Introduce students to the retail business environment;
- Develop in students basic functional skills and knowledge in a variety of retail store scenarios;
- Develop in students the ability to perform service-related skills in providing basic customer service, problem-solving and communicating effectively;
- Develop in students good working attitudes and safe working habits; and
- Develop in students an interest in a post-secondary education in retailing and/or a possible career in the services industry.

The assessment for MOE-ITE AS would be weighted 30% in theory and 70% in practical. The grade obtained for MOE-ITE AS will be considered as equivalent to the grades of N(T) subjects for admission to ITE Nitec courses.



CRITERIA

Students will need to:

- Must display a flair and shown great interest for the subjects
- Must be able to work and communicate well with others




PROSPECTS

Students will gain a head start in the following NITEC Courses

- Service Skills (Retail)
- Service Skills (Office)

Retail Operations (RO)

Aims to equip students with the basic knowledge, skills and values relevant for employment in small, medium to large retail establishments.

Handling Retail Operations	Selling Products and Services	Interacting with Customers
 <ul style="list-style-type: none">▪ Types of Retail Stores▪ Perform House-keeping and Cashier Duties▪ Operations of Merchandise	 <ul style="list-style-type: none">▪ Maintain a professional image▪ Identify customer needs▪ Handling customer objections	 <ul style="list-style-type: none">▪ Provide Customer Service▪ Perform Service Recovery

Related Nitec Courses

- Service Skills (Retail)
- Services (Office)