



Retail Review

Retail channel redesign can fail if it is incorrectly implemented or embedded. Utilising a system thinking approach, we undertake a 'walk the process' end-to-end diagnostic of the channel, focusing on issues such as:

- Store layout and merchandising
- 5 sense review
- Booking and queueing systems management
- Point of sale, payment and stock control
- Returns policies & procedures
- Training, including:
 - ◊ Communications skills
 - ◊ Sales/ Negotiation skills

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