



Retail Transformation

For organisations with a strong retail presence, channel experience sits right of the heart of their customer journeys.

We work with organisations on:

- Optimising store layout and merchandising
- 5 sense 'transitioning' - ensuring that everything in store the customer can see, hear, smell, taste & touch reinforces a strong customer experience in line with the Customer Promises and Commitments
- Reviewing and optimising booking and queueing systems
- Point of sale, payment and stock control optimisation
- Optimising returns policies & procedures
- Training, including:
 - ◇ Communications skills
 - ◇ Sales/ Negotiation skills

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