

**The practical training courses for the retail industry provided by
the Business Services Centre under VTC**

Course Title	Duration (hour)
1. Turning Customer Complaints into Customer Satisfaction	7
2. The Power of Presentation	7
3. Coaching for Performance	7
4. Motivating Staff for Better Results	7
5. EQ - Tips for a Happy Workplace	7
6. Excel Application for Retail	12
7. AQ - Turning Pressure in Power	7
8. Employment Ordinance - What Supervisors Should Know	7
9. Know Your Customers Well - Understanding Consumer Behaviour	7
10. Effective Time Management for Results	7
11. Making of a Successful Leader	7
12. Win - Win Communication & Building an Outstanding Team	7
13. Customer Services from the Heart	7
14. The Art of Selling	7
15. Managing Difficult Customers	7
16. Cangjie Input Method	12
17. Customer Service - Winning Customer Loyalty	7
18. "The Enneagram Series" - Enhance Leadership by Utilising Enneagram	7
19. Innovative Approach to Problem Solving	7
20. Managers meet with Generation Y	7
21. How to Build and Maintain a Positive Attitude Towards Change	7
22. "The Enneagram Series" - Enhance Communication and Mutual Understanding	7
23. Customer Services Training	7
24. Basic of Inventory Control - What Supervisors Should Know	7
25. Customer Relationship Management	7
26. Certificate Programme for Retail Supervisors	28
27. Coaching for Performance (Advanced)	7
28. Win - Win Communication & Building an Outstanding Team (Advanced)	7

Course Title	Duration (hour)
29. The Art of Selling (Advanced)	7
30. Introduction to Retail	21
31. Shop Management and Customer Service	14
32. Staff Management	14
33. Maximising Sales & Visual Merchandising in Retailing	14
34. Basic Sales Analysis	14