

Table 4

Training areas	Training places	
	Full-time Managerial and Supervisory Staff	Full-time Salespersons ¹ , Clerical or Operative Staff
Managerial/Supervisory Skills/Business Management	13 315	4 013
Trade Specific Training		
Customer Service	8 480	36 187
Selling Skills	4 314	28 242
Product Knowledge	8 061	40 541
Complaints Handling	3 419	13 595
Interpersonal Skills/Team Work	5 836	10 007
Store Operations	11 595	31 785
Logistics/Inventory Management/Supply Chain Management	2 222	2 314
Information Technology and Applications	1 082	4 574
Languages		
Putonghua	800	3 963
English	894	4 503
Personal Development	3 117	3 560
Others	733	4 111
Total	63 868	187 395

¹ The survey did not collect information about the provision or sponsorship of training for part-time salespersons.