

# TARGETT'S TACTICS

November/December 2001

## Welcome to the next edition of Targett's Tactics

*Little things make for perfection, and perfection is no little thing.*

This is a free newsletter produced bi-monthly to keep you informed of the latest ideas, techniques and services available for us to provide service beyond our customers' expectations, each and every time. It's too hard doing it by yourself, so fortunately there are alternatives.

### **Would you like this newsletter emailed to you? Or to another manager in your office?**

For an e-version of this newsletter, simply contact our editor at [louise.targett@bigpond.com](mailto:louise.targett@bigpond.com) so that we continue to send you this publication as an e-newsletter. This is a free bi-monthly newsletter.

### **Have you ever wondered how you guarantee attendance by your retailers, to training sessions organised and funded by you?**

Simple...tell them it's an accredited program which means that each unit they complete goes towards the nationally recognised Certificate II in Retail Operations.

This means that every single time you plan a training session or workshop series, your retailers must attend and must complete the assessment tasks, in order to receive a Statement of Attainment for each unit which is consistent with the Australian Qualifications Framework for retail specific units. This encourages participants to take responsibility for their own learning, is applied to real work-based issues and is competency-based according to National standards.

**Remember: With Willingness Comes Success.**

**CALL US TODAY ON PHONE: (02) 9659-5313,  
EMAIL: [louise.targett@bigpond.com](mailto:louise.targett@bigpond.com), OR FAX: (02) 9659-5314.**

Wishing you a successful Christmas trading season...

Louise Targett

## On-Line Training

*The hottest news around*

This is the delivery of fully measurable, results-driven e-training and learning solutions for enterprises who, until now, have been unable to effectively provide training because of large staff numbers and/or distant branch networks.

All seminars and print material developed by Targett Retail Training can now be adapted for electronic delivery via use of unique multimedia templates.

**ALL PROGRAMS ARE RESULTS-DRIVEN, COMPLETELY MEASUREABLE ACCORDING TO DESIGNED CRITERIA, USER-FRIENDLY AND NON-THREATENING. GENERIC TEMPLATES AND CONTENT ARE READILY CUSTOMISED TO SUIT SPECIFIC CLIENT NEEDS.**

By using these programs, a company – large or small – can reach every employee or staff member in their own time, at home or where ever a screen is available. There are many elements to this training, which are ideal complimented with some live workshops and work-based assessments, and we would be happy to discuss with you.

**THE VALUE OF THESE TRAINING MODULES AS AN ACROSS-THE-BOARD DELIVERY SYSTEM FOR CHANGING, DEVELOPING, STRENGTHENING OR REINFORCING ORGANISATIONAL AIMS, DIRECTIONS AND CULTURE IS FAR SUPERIOR TO ANY OTHER METHOD..**

### **Don't forget....to book now for your retailer's Business Planning workshop series for 2002**

This package includes four x 2 hour sessions and ideally should occur after Christmas and before Easter.

What's covered during these sessions?

1. Each critical step of the business plan
2. The business environment
3. Basic legal and tax issues for small business
4. Completion of a workable draft business plan by each retailer in attendance.

This program is in accordance with Certificate IV in Small Business Enterprise Management, offering the retailer a portable and recognised qualification, along with a credible, up-to-date, and usable Business Plan.

**Cost of Package is \$3,300 – Enquire today...**

## Apply Hygiene and Sanitation Practices

Safe food handling is a matter of ever-increasing concern in the community, as well as in the retail industry. Improvements in standards, food handling methods and health initiatives should always be top-of-mind for those working in a food environment.

Is it about time your retailers re-visited the areas of food contamination, handling, hygiene and ongoing monitoring?

**This unit forms part of the nationally recognised competencies within Certificate II in Retail Operations, and therefore offering your retailer a credible Statement of Attainment upon completion.**

On successful completion of this unit, participants will be able to:

1. Describe and apply personal hygiene and sanitation practices in the workplace
2. Identify and use protective clothing in the workplace
3. Maintain personal presentation of the workplace
4. Identify and rectify or report hygiene and sanitation problems
5. Identify and use correct handling procedures
6. Identify and used procedures to ensure that products are protected from contamination
7. Identify and use implements for handling products
8. Change food handling implements in accordance with relevant requirements and procedures
9. Operate a clean work area and with clean equipment.

This training package includes:

- A 3-hour workshop delivery
- Interactive retailer participation throughout
- Unlimited numbers of participants
- Participant workbooks and pens
- Accredited Statement of Attainment for each participant to complete the workshop requirements

**All this for \$1,850.00 including GST**

## Minimise Theft in Your Workplace

► This workshop is aimed at assisting retailers in practicing some skills which are important in every workplace. Because security systems and procedures can vary from store to store, the retailer will need to be armed with the appropriate details of his/her store prior to attending this training.

► During the training, the retailer learns to analyse and organise the information about the security arrangement in their store, and this becomes quite a challenge if there are no store policies or guidelines already in place.

► The retailer will also learn how to recognise and respond to suspicious behaviour by people in the store. We will be using problem solving skills and effective communication skills when dealing with these difficult situations.

► Finally retailers will learn how to reduce the risks of theft, including during point of sale transactions, when they are usually at their busiest. It is important that the retailer already has an understanding of their stores' internal point of sale system, along with details on how to complete cash and credit transactions. This section also covers the use of security measures for deliveries, responding to and reporting store theft, and protecting other property.

► An understanding of the stores policies and procedures in the areas of merchandising, point of sale and security, prior to attending this seminar, would be an advantage.

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