

# SINGAPORE RETAILERS ASSOCIATION (SRA)

## TRAINING @ SRA 2017 Schedule

For more information, please contact us at Tel: 6360 0188

Learning Outcomes	Course Title	Start Date / No. of training days	Course Fees per pax (Before GST & Grant)		SSG Funding OR SDF Grant @ \$2 per training hour
			SRA Member	Non-SRA Member	
Tell Compelling Stories with Visual Displays - Attract, Engage and Entice Customers in-store to make that eventual purchase.	Effectively Handle Merchandise Display (WSQ - Handle Merchandise Display Module)*	15 Feb / 2 days	360	\$400	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Blend Active Learning with SRA Youtube Learning Channel to enhance Service English Competence	Service English for Retail Professionals	28 Feb / 10 half days	\$380	\$450	Nil
Shape your Retail Destiny, Grow with the Industry, Set positive career goals, Achieve company growth	Work Effectively In The Retail Environment (WSQ - Work Effectively in Retail Environment Module)*	22 Feb / 2 days	\$275	\$300	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Creating Positive, Impactful Moments of Truth to Enrich Customer Experience. Augment Positive Moments of Truth for Service Excellence	THE ART of Service	23 Feb / 1 day	\$150	\$180	\$14
Exude Confidence & Impress Customers at First Sight!	Project a Professional and Confident Image (WSQ Maintain Professional Image Module)*	1 Mar / 1½ day	\$245	\$260	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Close Sales with Proven Techniques. Optimise Cross-selling & Up-selling opportunities	Maximize Retail Sales with Impactful Techniques (WSQ - Sell Products & Services Module)*	1 Mar / 2½ days	\$400	\$450	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Sell the Right Product with the Right Technique Successfully to the Right Customers	THE ART of Retail Selling	7 Mar / 2 days	\$235	\$260	\$30
Creating Positive, Impactful Moments of Truth to Enrich Customer Experience. Augment Positive Moments of Truth for Service Excellence	THE ART of Service	9 Mar / 1 day	\$150	\$180	\$14
Build Bonding Relationships - Minimise that 96% of customers with a problem who do not complain, who never return.	Interact and Engage Customers with Confidence (WSQ-Interact with Customers Module)*	10 Mar / 2½ days	\$370	\$395	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Achieve Profitability, Branding & Aesthetics. Enables Critique and Conduct Practical Hands-on	Fundamentals of Successful Visual Merchandising	16 Mar / 2 days	\$380	\$420	\$24
Shape your retail destiny, Grow with the Industry, Set positive career goals, Achieve company growth	Work Effectively In The Retail Environment (WSQ - Work Effectively in Retail Environment Module)*	20 Mar / 2 days	\$275	\$300	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Provide Efficient Aftersales Service to Foster Customer Loyalty. Turn Challenges into Opportunities.	Effectively Handle Retail Aftersales Service (WSQ - Handle Retail After-Sales Service Module)*	22 Mar / 2 days	\$265	\$290	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Creating Positive, Impactful Moments of Truth to Enrich Customer Experience. Augment Positive Moments of Truth for Service Excellence	THE ART of Service	3 Apr / 1 day	\$150	\$180	\$14
Build Bonding Relationships - Minimise that 96% of customers with a problem who do not complain, who never return.	Interact and Engage Customers with Confidence (WSQ-Interact with Customers Module)*	4 Apr / 2½ days	\$370	\$395	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Close Sales with Proven Techniques. Optimise Cross-selling & Up-selling opportunities	Maximize Retail Sales with Impactful Techniques (WSQ - Sell Products & Services Module)*	11 Apr / 2½ days	\$400	\$450	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Provide Efficient Aftersales Service to Foster Customer Loyalty. Turn Challenges into Opportunities.	Effectively Handle Retail Aftersales Service (WSQ - Handle Retail After-Sales Service Module)*	19 Apr / 2 days	\$265	\$290	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Shape your Retail Destiny, Grow with the Industry, Set positive career goals, Achieve company growth	Work Effectively In The Retail Environment (WSQ - Work Effectively in Retail Environment Module)*	27 Apr / 2 days	\$275	\$300	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>
Sell the Right Product with the Right Technique Successfully to the Right Customers	THE ART of Retail Selling	2 May / 2 days	\$235	\$260	\$30
Create Service Innovations that Transform and Elevate Customer Experience	Boost Retail Performance with a Productive & Innovative Mindset (WSQ-Cultivate Productivity & Innovative Mindset Module)*	4 May / 2 days	\$350	\$400	Up to 90% WSQ funding of course fees. Terms apply <sup>*1</sup>

Build Bonding Relationships - Minimise that 96% of customers with a problem who do not complain, who never return.	Interact and Engage Customers with Confidence (WSQ-Interact with Customers Module)*	15 May / 2½ days	\$370	\$395	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Achieve Profitability, Branding & Aesthetics. Enables Critique and Conduct Practical Hands-on	Fundamentals of Successful Visual Merchandising	16 May / 2 days	\$380	\$420	\$24
Provide Efficient Aftersales Service to Foster Customer Loyalty. Turn Challenges into Opportunities.	Effectively Handle Retail Aftersales Service (WSQ - Handle Retail After-Sales Service Module)*	24 May / 2 days	\$265	\$290	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Creating Positive, Impactful Moments of Truth to Enrich Customer Experience. Augment Positive Moments of Truth for Service Excellence	THE ART of Service	8 Jun / 1 day	\$150	\$180	\$14
Sell the Right Product with the Right Technique Successfully to the Right Customers	THE ART of Retail Selling	13 Jun / 2 days	\$235	\$260	\$30
Shape your Retail Destiny, Grow with the Industry, Set positive career goals, Achieve company growth	Work Effectively In The Retail Environment (WSQ - Work Effectively in Retail Environment Module)*	21 Jun / 2 days	\$275	\$300	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Build Bonding Relationships - Minimise that 96% of customers with a problem who do not complain, who never return.	Interact and Engage Customers with Confidence (WSQ-Interact with Customers Module)*	27 Jun / 2½ days	\$370	\$395	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Creating Positive, Impactful Moments of Truth to Enrich Customer Experience. Augment Positive Moments of Truth for Service Excellence	THE ART of Service	2 Oct / 1 day	\$150	\$180	\$14
Be The Retail Supervisors of Tomorrow Today. Learn & Apply Immediately the key techniques to organise, manage, supervise, direct and lead work teams	Retail Supervisory Management (WSQ - Lead & Manage Work Teams and Supervise Retail Staff Modules)*	2 Oct / 11 days	\$900	\$1,035	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Blend Active Learning with SRA Youtube Learning Channel to enhance Service English Competence	Service English for Retail Professionals	3 Oct / 10 half days	\$380	\$450	Nil
Sell the Right Product with the Right Technique Successfully to the Right Customers	THE ART of Retail Selling	4 Oct / 2 days	\$235	\$260	\$30
Build Bonding Relationships - Minimise that 96% of customers with a problem who do not complain, who never return.	Interact and Engage Customers with Confidence (WSQ-Interact with Customers Module)*	10 Oct / 2½ days	\$370	\$395	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Achieve Profitability, Branding & Aesthetics. Enables Critique and Conduct Practical Hands-on	Fundamentals of Successful Visual Merchandising	12 Oct / 2 days	\$380	\$420	\$24
Shape your Retail Destiny, Grow with the Industry, Set positive career goals, Achieve company growth	Work Effectively In The Retail Environment (WSQ - Work Effectively in Retail Environment Module)*	23 Oct / 2 days	\$275	\$300	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Provide Efficient Aftersales Service to Foster Customer Loyalty. Turn Challenges into Opportunities.	Effectively Handle Retail Aftersales Service (WSQ - Handle Retail After-Sales Service Module)*	25 Oct / 2 days	\$265	\$290	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Build Bonding Relationships - Minimise that 96% of customers with a problem who do not complain, who never return.	Interact and Engage Customers with Confidence (WSQ-Interact with Customers Module)*	1 Nov / 2½ days	\$370	\$395	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Creating Positive, Impactful Moments of Truth to Enrich Customer Experience. Augment Positive Moments of Truth for Service Excellence	THE ART of Service	7 Nov / 1 day	\$150	\$180	\$14
Sell the Right Product with the Right Technique Successfully to the Right Customers	THE ART of Retail Selling	8 Nov / 2 days	\$235	\$260	\$30
Close Sales with Proven Techniques. Optimise Cross-selling & Up-selling opportunities	Maximize Retail Sales with Impactful Techniques (WSQ - Sell Products & Services Module)*	20 Nov / 2½ days	\$400	\$450	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Tell Compelling Stories with Visual Displays - Attract, Engage and Entice Customers instore to make that eventual purchase.	Effectively Handle Merchandise Display (WSQ-Handle Merchandise Display Module)*	21 Nov / 2 days	\$360	\$400	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>
Exude Confidence & Impress Customers at First Sight!	Project a Professional and Confident Image (WSQ Maintain Professional Image Module)*	23 Nov / 1½ day	\$245	\$260	Up to 90% WSQ funding of course fees. Terms apply* <sup>1</sup>

Shape your Retail Destiny, Grow with the Industry, Set positive career goals, Achieve company growth	Work Effectively In The Retail Environment (WSQ - Work Effectively in Retail Environment Module)*	28 Nov / 2 days	\$275	\$300	Up to 90% WSQ funding of course fees. Terms apply <sup>†1</sup>
Achieve Profitability, Branding & Aesthetics. Enables Critique and Conduct Practical Hands-on	Fundamentals of Successful Visual Merchandising	29 Nov / 2 days	\$380	\$420	\$24
Sell the Right Product with the Right Technique Successfully to the Right Customers	THE ART of Retail Selling	13 Dec / 2 days	\$235	\$260	\$30

**NOTES:**

GST applies for all course fees

Closing Date for all courses is 2weeks before course start date.

\* WSQ Programmes

<sup>†1</sup> SSG funding is available only to Singapore Citizens and Singapore Permanent Residents. For full details of Terms and Conditions of funding eligibility, please refer to <https://www.skillsconnect.gov.sg/web/guest/Termsandconditionsforfunding>.

Please note that this programme is eligible for Absentee payroll support: Please refer to <https://www.skillsconnect.gov.sg/web/guest/AP> for full details.