

10.5: Putting It Together- Retail Operations and Managing the Store

So human resources is a huge part of the retail business landscape. From screening potential employees, interviewing, hiring and training, each step of the process requires skill and planning.

New employees must be onboarded effectively to feel comfortable in their new role. Then continued training to maintain and improve skills must be organized, tracked and implemented. Employees make a retail business what it is! Service is the key, and excellent staff give great service.

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