

10.1: Introduction to Operating Functions

What you'll learn to do: Describe the operating functions that can reduce costs

You walk into your store on Monday afternoon, and there are three employees looking for something to do (and some are killing time on their phones). This is a typical occurrence on Monday afternoons because customer traffic is slow, but it picks up again at dinner time. What can you do? The employees have also told you that they need their hours, but you are not sure how to schedule for the most effective use of labor. What can you do?

Margins can be slim in retail sales. By effectively scheduling your employees, minimizing inventory shrinkage and keeping the store clean and organized, you, as a manager, can help to keep your retail store operating effectively with streamlined costs.

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