

CHAPTER OVERVIEW

10: Module 10- Retail Operations- Managing the Store

- 10.1: Introduction to Operating Functions
- 10.2: Employee Scheduling
- 10.3: Store Maintenance
- 10.4: Reducing Inventory Shrinkage
- 10.5: Putting It Together- Retail Operations and Managing the Store
- 10.6: Discussion- Retail Operations- Managing the Store
- 10.7: Why It Matters- Retail Operations and Managing the Store
- 10.8: Introduction to Finding Personnel
- 10.9: Screening Prospective Employees
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- 10.11: Training New Employees
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- 10.13: Employees Evaluations and Feedback
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- 10.15: Strong Leader Qualities

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