

10.7: Why It Matters- Retail Operations and Managing the Store

What you'll learn to do: Define the operational policies and tasks to be implemented in a retail business

Effective employees are the backbone of any company. In a retail company, employees are the first people your customers meet. Without an excellent workforce filled with people who are happy with their work, your business might suffer.



How do you find the right people for your organization?

Finding the right people and matching them up with the correct job is a component of the tasks of your human resources department.

What are the specific tasks that they need to accomplish? How do they accomplish your hiring goals? In this section, we'll discuss employee screening, interviewing and hiring. Once you have hired people then the real training begins in order to help them serve your customers.

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