Waterfall
SCHOOL OF BUSINESS

FACT SHEET

SKILLS CERTIFICATE: RETAIL SUPERVISOR



Faculty of Commerce

The Waterfall School of Business Skills Certificate: Retail Supervisor is a comprehensive course designed to prepare students for the role of a Retail Supervisor. Ideal for wholesale and retail professionals aspiring to advance their careers in supervision, this program also offers an opportunity for current retail supervisors to enhance their skills and capabilities.

Through this course, students will acquire the knowledge and expertise to:

Effectively supervise retail and wholesale staff.

Oversee the implementation and maintenance of retail or wholesale operations.

Analyse customer complaints and implement resolutions that foster customer loyalty, satisfaction, and retention.

Join the Waterfall School of Business Skills Certificate: Retail Supervisor and acquire the essential skills to excel in the dynamic world of retail supervision. Elevate your career and maximise your potential today!

Course code:

CER4020-01

Accreditation status:

This is a non-credit-bearing Short Learning Programme.

Course duration:

6 months

Entry requirements:

None

Topics covered:

Concepts and principles of supervising Wholesale or Retail staff

Concepts and principles of monitoring and improving performance

Implementation and maintenance of retail or wholesale operations of consolidating daily takings

Concepts and principles of enhancing customer service

Assessments:

- Students are required to complete 4 assignments.
- There are no exams for this course.

Type of certificate awarded:

Upon completion of this course, students will be awarded a **Waterfall School of Business** Skills Certificate: Retail Supervisor from **Waterfall School of Business.**

067 234 0252 | 010 070 5365 | info@wsb.edu.za | wsb.edu.za
The Vineyard Cnr Devon Valley & Adam Tas Road Stellenbosch, 7600 | 08:00 – 16:30, Monday - Friday