Garnet
Garnet Global Training Center

GGT-RT-124

Retail & E-commerce

E-commerce Website Management

إدارة مواقع التجارة الإلكترونية

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

This program treats E-commerce Website Management as a managed system: policies, roles, resources, performance indicators and continual improvement. Merchandising, store operations and online selling programs. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Set up and run E-commerce Website Management as a managed process with clear roles.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.
- Lead improvement projects and measure their benefit.
- Report clearly to senior management and stakeholders.

Who should attend

Retail managers, buyers, e-commerce and customer service teams. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Assortment and merchandising
- Store operations
- Omnichannel customer journeys
- Pricing and promotions
- Inventory and fulfilment
- Retail analytics

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 E-commerce Website Management: the management framework

- Assortment and merchandising
- Hands-on workshop on a workplace challenge

Day 2 Planning, resources and budgets

- Store operations
- Omnichannel customer journeys

Day 3 Performance measurement and control

- Pricing and promotions
- Common mistakes and how to avoid them

Day 4 Risk, compliance and improvement

- Inventory and fulfilment
- Regional and international case studies

Day 5 Management case study and action plan

- Retail analytics
- Checklists and templates to take away

10-day outline

Day 1 E-commerce Website Management: the management framework

- Assortment and merchandising
- Hands-on workshop on a workplace challenge

Day 2 Planning, resources and budgets

- Store operations
- Omnichannel customer journeys

Day 3 Performance measurement and control

- Pricing and promotions
- Common mistakes and how to avoid them

Day 4 Risk, compliance and improvement

- Inventory and fulfilment
- Regional and international case studies

Day 5 Management case study and action plan

- Retail analytics
- Checklists and templates to take away

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Group discussion and peer review

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Measurement and reporting

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
19–23 Apr 2027	5-day classroom	Istanbul	English	4,750
6–17 Jun 2027	10-day classroom	Manama	Arabic	8,950
12–16 Jul 2027	5-day online	Live online	Arabic	2,950
12–16 Sep 2027	5-day classroom	Riyadh	Arabic	4,750
14–18 Feb 2028	5-day classroom	Barcelona	English	4,750
20–31 Mar 2028	10-day classroom	Geneva	English	8,950
17–28 Apr 2028	10-day online	Live online	English	5,450
14–18 May 2028	5-day classroom	Manama	English	4,750
8–12 Apr 2029	5-day classroom	Muscat	English	4,750

Dates	Format	City	Language	Fee (USD)
14–18 May 2029	5-day classroom	Dubai	Arabic	4,750
6–10 Aug 2029	5-day online	Live online	English	2,950
15–26 Oct 2029	10-day classroom	Paris	English	8,950
14–18 Jan 2030	5-day classroom	Singapore	English	4,750
20–31 May 2030	10-day online	Live online	English	5,450
17–28 Jun 2030	10-day classroom	Dubai	English	8,950
11–15 Nov 2030	5-day classroom	Vienna	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/