Garnet
Garnet Global Training Center

GGT-RT-131

Retail & E-commerce

Pharmacy Retail Management

إدارة صيدليات التجزئة

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

Overview

Pharmacy Retail Management helps participants move from doing the work to managing it, with planning tools, control methods and reporting that management trusts. Merchandising, store operations and online selling programs. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Set up and run Pharmacy Retail Management as a managed process with clear roles.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.

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 Pharmacy Retail Management: the management framework

- Inventory and fulfilment
- Common mistakes and how to avoid them

Day 2 Planning, resources and budgets

- Retail analytics
- Assortment and merchandising

Day 3 Performance measurement and control

- Store operations
- Regional and international case studies

Day 4 Risk, compliance and improvement

- Omnichannel customer journeys
- Checklists and templates to take away

Day 5 Management case study and action plan

- Pricing and promotions
- Group discussion and peer review

10-day outline

Day 1 Pharmacy Retail Management: the management framework

- Inventory and fulfilment
- Common mistakes and how to avoid them

Day 2 Planning, resources and budgets

- Retail analytics
- Assortment and merchandising

Day 3 Performance measurement and control

- Store operations
- Regional and international case studies

Day 4 Risk, compliance and improvement

- Omnichannel customer journeys
- Checklists and templates to take away

Day 5 Management case study and action plan

- Pricing and promotions
- Group discussion and peer review

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

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
- Hands-on workshop on a workplace challenge

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)
3–14 May 2027	10-day classroom	Barcelona	English	8,950
7–11 Jun 2027	5-day online	Live online	Arabic	2,950
19–23 Jul 2027	5-day classroom	Abu Dhabi	Arabic	4,750
8–12 Aug 2027	5-day classroom	Kuwait City	Arabic	4,750
20 Feb – 2 Mar 2028	10-day classroom	Jeddah	English	8,950
10–21 Apr 2028	10-day online	Live online	Arabic	5,450
16–20 Oct 2028	5-day classroom	Singapore	English	4,750
4–8 Dec 2028	5-day classroom	Istanbul	English	4,750
16–20 Jul 2029	5-day classroom	Kuala Lumpur	English	4,750

Dates	Format	City	Language	Fee (USD)
20–24 Aug 2029	5-day online	Live online	Arabic	2,950
9–13 Sep 2029	5-day classroom	Manama	Arabic	4,750
1–12 Oct 2029	10-day classroom	Dubai	English	8,950
16–27 Jun 2030	10-day classroom	Jeddah	English	8,950
15–26 Jul 2030	10-day online	Live online	English	5,450
20–24 Oct 2030	5-day classroom	Muscat	English	4,750
16–20 Dec 2030	5-day classroom	Dubai	Arabic	4,750

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