Garnet
Garnet Global Training Center

GGT-RT-119

Retail & E-commerce

Retail Management Fundamentals

أساسيات إدارة التجزئة

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

Overview

Retail Management Fundamentals gives newcomers and non-specialists a clear, practical grounding: the core concepts, the vocabulary used on the job and the first tools to apply them. 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

- Explain the key concepts, terms and standards of Retail Management Fundamentals.
- Know when to escalate and who to involve.
- Communicate confidently with specialists and colleagues.
- Plan the next steps in your own learning.
- Recognise the main hazards, errors and misconceptions newcomers face.

Who should attend

Retail managers, buyers, e-commerce and customer service teams. No prior experience is required; it also suits new hires, graduates and staff moving into this field.

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 Introduction to Retail Management Fundamentals

- Retail analytics
- Checklists and templates to take away

Day 2 Core concepts and terminology

- Assortment and merchandising
- Store operations

Day 3 Basic methods and tools

- Omnichannel customer journeys
- Group discussion and peer review

Day 4 Working safely and correctly

- Pricing and promotions
- Measurement and reporting

Day 5 Practical exercises and review

- Inventory and fulfilment
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Introduction to Retail Management Fundamentals

- Retail analytics
- Checklists and templates to take away

Day 2 Core concepts and terminology

- Assortment and merchandising
- Store operations

Day 3 Basic methods and tools

- Omnichannel customer journeys
- Group discussion and peer review

Day 4 Working safely and correctly

- Pricing and promotions
- Measurement and reporting

Day 5 Practical exercises and review

- Inventory and fulfilment
- Hands-on workshop on a workplace challenge

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

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
- Regional and international case studies

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)
15–19 Feb 2027	5-day classroom	Dubai	English	4,750
2–13 Aug 2027	10-day classroom	Amsterdam	English	8,950
14–18 Nov 2027	5-day classroom	Jeddah	English	4,750
6–10 Dec 2027	5-day online	Live online	English	2,950
13–17 Feb 2028	5-day classroom	Doha	Arabic	4,750
13–24 Aug 2028	10-day classroom	Cairo	Arabic	8,950
15–19 Oct 2028	5-day classroom	Kuwait City	English	4,750
20 Nov – 1 Dec 2028	10-day online	Live online	Arabic	5,450
15–19 Jan 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
18–22 Feb 2029	5-day classroom	Amman	Arabic	4,750
17–21 Sep 2029	5-day classroom	London	English	4,750
3–14 Dec 2029	10-day classroom	Abu Dhabi	Arabic	8,950
14–25 Jan 2030	10-day online	Live online	English	5,450
3–7 Feb 2030	5-day classroom	Cairo	Arabic	4,750
3–7 Jun 2030	5-day classroom	Amsterdam	English	4,750
11–22 Nov 2030	10-day classroom	Dubai	Arabic	8,950

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