Garnet
Garnet Global Training Center

GGT-RT-101

Retail & E-commerce

Retail Store Management

إدارة متاجر التجزئة

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

Overview

Retail Store Management equips managers and specialists to plan, organise and control this area of work, set targets and measure results. Merchandising, store operations and online selling programs. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Set up and run Retail Store 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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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 Retail Store Management: the management framework

- Store operations
- Measurement and reporting

Day 2 Planning, resources and budgets

- Omnichannel customer journeys
- Pricing and promotions

Day 3 Performance measurement and control

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

Day 4 Risk, compliance and improvement

- Retail analytics
- Common mistakes and how to avoid them

Day 5 Management case study and action plan

- Assortment and merchandising
- Regional and international case studies

10-day outline

Day 1 Retail Store Management: the management framework

- Store operations
- Measurement and reporting

Day 2 Planning, resources and budgets

- Omnichannel customer journeys
- Pricing and promotions

Day 3 Performance measurement and control

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

Day 4 Risk, compliance and improvement

- Retail analytics
- Common mistakes and how to avoid them

Day 5 Management case study and action plan

- Assortment and merchandising
- Regional and international case studies

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Checklists and templates to take away

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
- Group discussion and peer review

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)
1–5 Mar 2027	5-day online	Live online	English	2,950
5–16 Apr 2027	10-day classroom	Barcelona	English	8,950
20–24 Jun 2027	5-day classroom	Riyadh	Arabic	4,750
18–22 Oct 2027	5-day classroom	Istanbul	English	4,750
21 Feb – 3 Mar 2028	10-day online	Live online	English	5,450
9–13 Apr 2028	5-day classroom	Jeddah	English	4,750
1–12 May 2028	10-day classroom	Kuala Lumpur	English	8,950
17–21 Dec 2028	5-day classroom	Manama	English	4,750
1–12 Apr 2029	10-day classroom	Muscat	Arabic	8,950

Dates	Format	City	Language	Fee (USD)
7–11 May 2029	5-day classroom	London	English	4,750
12–16 Aug 2029	5-day classroom	Riyadh	English	4,750
5–9 Nov 2029	5-day online	Live online	Arabic	2,950
15–19 Apr 2030	5-day classroom	Dubai	English	4,750
7–18 Jul 2030	10-day classroom	Riyadh	Arabic	8,950
18–22 Aug 2030	5-day classroom	Kuwait City	English	4,750
9–20 Dec 2030	10-day online	Live online	English	5,450

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