

# **Centurion University Technology and Management**

# Workshop on Retail Sale Associate, BBSR

Date: 12-11-2019 to 13-11-2019

Venue: CCD Lab, 3<sup>rd</sup> Floor, Apparel Block

Resource Person: Lalu prasad Parida

### About the session

A retail associate helps customers while they shop, answers questions, and assists in daily store operations. In this role, you serve as a representative of the retail brand and play an important role in the store's overall success. Retail associates might also be referred to as sales associates or representatives.

## **Objective**

- Greeting customers
- Answering customer questions related to merchandise and store policies
- Recommending products or services based on customer needs
- Processing customer payments and refunds

#### **Outcome**

- Successfully assisted customers with product selections and purchases, e-service transactions, and.
- Achieved daily sales goal by cross selling and promoting additional products and services, and.
- Built rapport with customers by asking probing questions and utilizing effective listening skills





Fig. 1 & Fig. 2; The picture of the session on Retail sales associate

## **Brochure of the session**



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Organised by Centurion University of Technology and Management

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## **Participants List**



# Centurion University of Technology and Management

# Workshop on "Retail Sale Associate"

Date: 12-11-2019 to 13-11-2019

## Attendance Sheet

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