

# Supermarket Specific Course Catalog

## Retail Management and HR Tools

**Coaching and Feedback** Research shows that the most effective way to influence performance is through feedback and coaching. In this course you will learn how to use feedback and coaching to create top performing associates. You will learn techniques that will help you shape performance, build confidence and increase your associates' commitment to the job.

**Conducting Performance Reviews** Effective performance reviews are critical for developing top performing associates. In this workshop you will learn the essential components of an effective performance review. A proven, practical framework to structure reviews will be used. You will learn specific techniques for planning, conducting and delivering reviews.

**Preventing Harassment: For Managers and Supervisors** In this course we will discuss the different forms of harassment, the steps to prevent harassment, the components of a harassment policy, and how to conduct an effective investigation.

**Progressive Discipline** The course discusses how to use the progressive discipline process as a performance management tool. Learn how to use verbal and written warnings, suspension and termination to improve employee performance and minimize legal risks.

**Writing Job Descriptions** Participants will be able to write a job description based on a job analysis that will assist them when recruiting qualified candidates, performing interviews and reviews.

## Retail Operations

**Contribution Formula** Participants will be able to use the contribution formula to calculate department, category and item level contribution to the store and department profit. Participants will also be able to create scenarios to improve profitability.

**Contribution to Overhead** This course teaches participants how to track their own CTO on a weekly basis. More importantly, it teaches them how to analyze their numbers and identify issues that lead toward enhanced profits or new profit-making opportunities.

**Creating Retail Standards** Do you sometimes have problems getting your employees to understand what you are trying to accomplish in your store or department? Are they struggling to meet the expectations you and your customers have? Excellence is not achieved by accident. This training is designed to help you create operational and performance standards that will consistently deliver your strategy to your customers.

**Customer Service Skills** In this highly competitive marketplace, customer service can have a major impact on the long-term success of your store. An associate who has effective customer service skills can make a lasting impression that will keep customers coming back to your store. This workshop will teach you the basic skills to establish and sustain long-term, positive relationships with your customers.

**Gross Profit and Suggested Retail Price** Participants will be able to calculate gross profit dollars and percents and cost percent. They will also be able to calculate a suggested retail price given a cost and gross profit percent and consider market conditions when setting retail prices.

**Inventory Formula** In this course you will be able to complete an inventory form to accurately determine gross profit for a specific time period. You will also be able to evaluate the results and determine actions that can be taken to improve gross profit results.

**Known Loss** In this course you will learn about areas of known loss and its impact, methods to identify and track loss including how to calculate loss as a percent of sales, and the importance of developing an action plan to reduce loss.

# Supermarket Specific Course Catalog

## Retail Operations (cont.)

**Receiving Record and Spreadsheet** When managing gross profit in your department, it is important to have a goal and know your progress toward it at any given time. In this course participants will be able to track departmental profit using a receiving record, department sales and the formula for calculating gross profit and variance to gross profit..

**Supermarket Security: A Team Approach** This course discusses employee theft, customer theft and vendor theft. Participants will learn about the various types of theft, preventative measures available, and how to apprehend and process a suspect.

**Formula Cost Sheet** Cost formulation is the process of determining the cost of items that are produced or combined in a store. Cost formulation helps a department set competitive retail prices in order to meet gross profit objectives. This course will help you calculate unit cost and set suggested retail price for store produced items using a formula cost sheet.

**Advertising Profit Control** Each department in the grocery store has a budgeted gross profit goal that it needs to achieve. When items are sold at a reduced price for a promotional event, a department's gross profit goal may be impacted. In this course, participants will learn how to determine the impact of promotional items on a department's gross profit, and use merchandising techniques to improve the results.

**Financial Statement Analysis** In this course you will learn what a balance sheet, profit and loss statement and cash flow statement are, and how they are used to determine the financial health of a grocery store business. You will also learn how to create each of these documents for a small startup grocery store.

**Supply Chain** In this course participants will learn what a supply chain is, the main components of a food supply chain, and the critical areas that need to be addressed at every level.

## Merchandising and Marketing

### **Private Label Merchandising**

In today's world of diverse customers and intense competition, a comprehensive private label program is critical to the success of the retailer. In this course participants will take a look at the private label programs of major retailers in the US, and determine if their program meets the needs of their customers, with the right mix and proper placement and pricing.

### **Category Management**

In this on-line course, participants will learn about the evolution of category management, why category management is important to manufacturers, wholesalers and retailers, the basic principles of product, pricing, placement and promotion, and how these principles are applied in the grocery industry.

### **Grocery Merchandising**

In this course, participants will learn how consumers shop in the grocery store, the factors that impact their purchase decisions, and merchandising tactics that can be used to influence customer's purchase decisions.

## See the live demo!

Visit the link to see a live example of three courses.

<http://content.expertus.com/demouser21/OLGR/launcher.html>

## For more information

If you are interested in signing up, or have questions about the program, please contact SUPERVALU University at [sv.university@supervalu.com](mailto:sv.university@supervalu.com)