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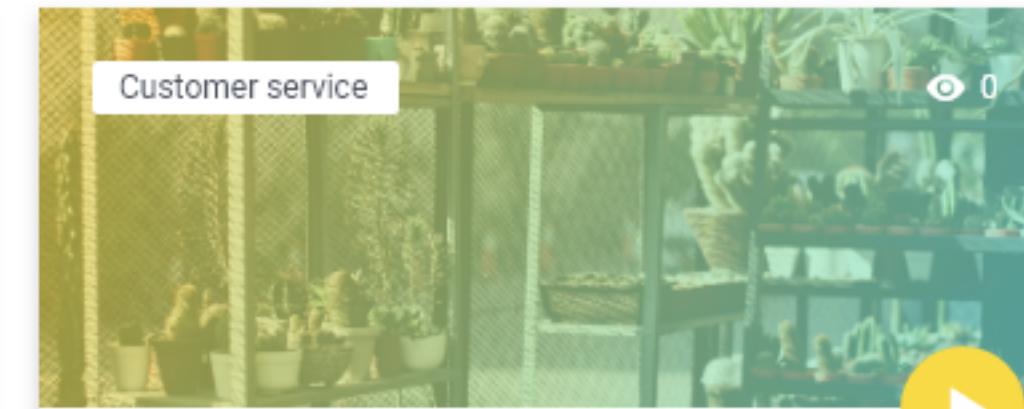
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Apply merchandising techniques

Product range and availability, Product display, Price competitiveness, Point-of-sale attractiveness & Best use of available space.



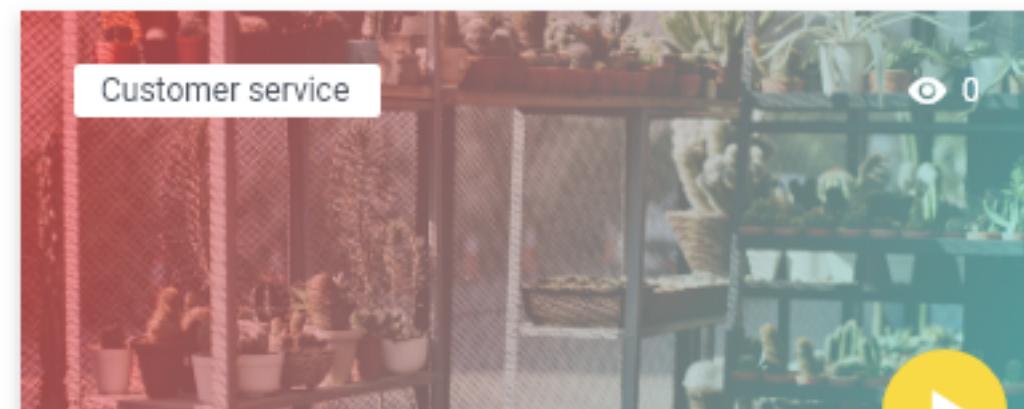
Provide quality care to duka customers

Importance of customer care, Customer retention, Dealing with customer complaints.



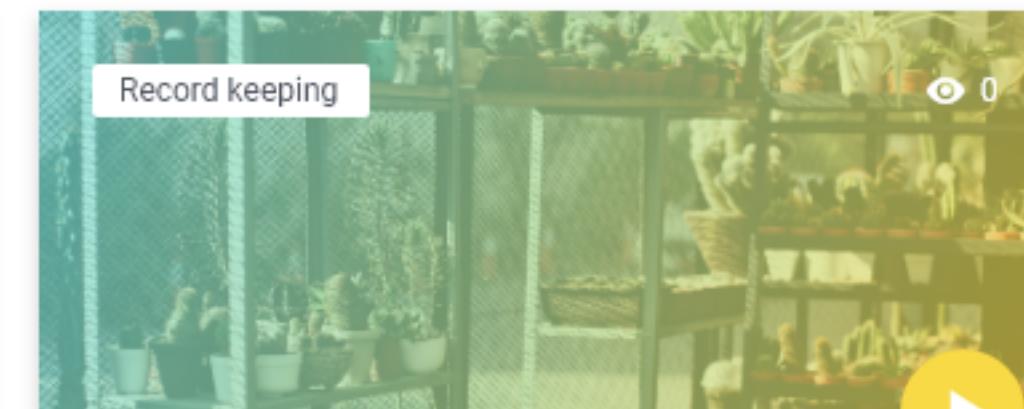
Good record keeping practice

How to get better at record keeping



Identify duka customers

Types of customers, Customer preferences and needs, customer dislikes.



Importance of record keeping

Learn the importance of keeping records and how it affects your ability to access the performance of your duka.

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Manage your finances ▾



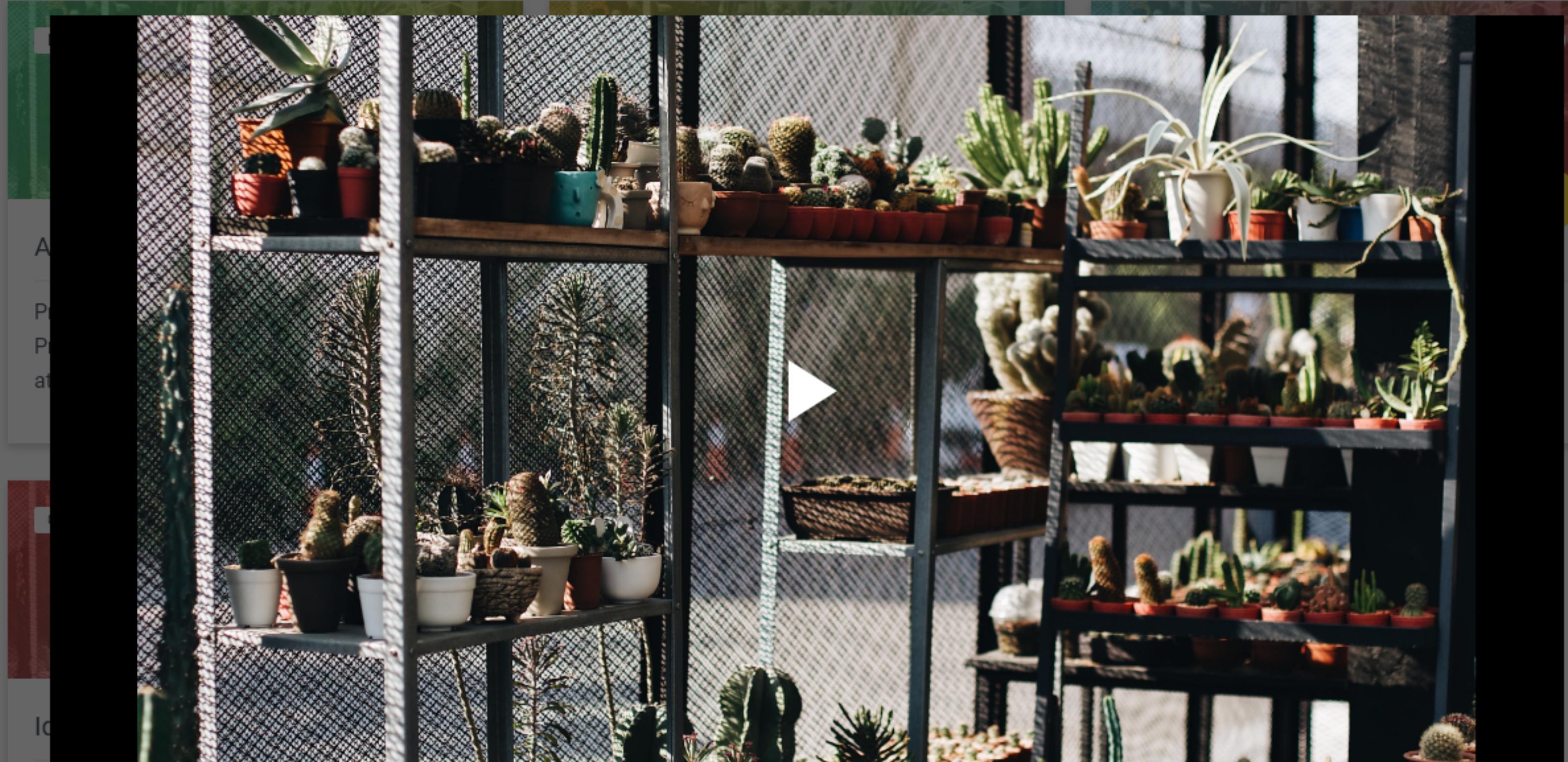
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Types of customers, Customer preferences and needs, customer dislikes.

Learn the importance of keeping records and how it affects your ability to access the performance of your duka.