

# Retail Team Leader

## Level 3

### Delivery

Mix of face to face, online workshops, webinars, coaching sessions, and workplace learning

### Description

Retail Team Leaders are a critical support to managers, delivering exceptional customer service and a positive experience to customers, and may have to deputise for managers in their absence. They are skilled at managing and motivating their team daily, ensuring they are fully trained, work effectively and to the best of their ability.

The Retail Team Leader apprenticeship is designed for those who guide and coordinate the work of a retail team to complete tasks, identify and explore opportunities that drive sales, ensuring team members maintain the business's standards in relation to merchandising, service and promotional activities, and that they are in line with procedures.

### Ideal for

- Retail Team Leader
- Supervisor
- Retail Assistant Manager
- Retail Department Manager
- Floor Manager
- Senior Sales Assistant
- Visual Merchandiser Supervisor
- Store Manager



Workshop delivery  
face to face / virtual



12-15 months + EPA

### Contact us



01233 - 632 111



[www.esp-ac.uk](http://www.esp-ac.uk)





## We offer apprenticeship training to employers wishing to upskill their new or existing employees

### Benefits

- Develops apprentices to bring the latest knowledge and practice into the workplace immediately, benefitting the wider team
- Improves employee retention
- Apprentices develop critical skills demanded by employers
- Provides apprentices with the specialist skills and expertise needed to lead a team that meets your customer needs and balances these with the commercial needs of the business
- Development of workplace problem solving skills
- Apprentices will know how to support the achievement of organisational financial targets by planning and monitoring resources, making sure that the team works efficiently and effectively

