

Management

Managing through Motivation and Delegation



Motivation and delegation are often the most difficult concepts for a manager to adopt in practise. In this short course you'll examine the concepts of and connections between motivation and delegation.

Developing Sales and Profitability in an Independent Retail Business



A course designed in isolating sales opportunities by recognising the pattern of consumers expectations and the methods that are used to meet and exceed these expectations day to day. Promotion of sustainability and profitability are the ethos of this course.

Promoting Effective Cash Flow and Accounting within an Independent Retail Business



Ideally suited to retailers who utilise AFB Retail Accounts service, (although not imperative), this course gives a practical understanding of retail accounts and focuses on application within a store environment to promote profitability and sustainability.

Training Champion Programme Train the Trainer



A delegate led, comprehensive course that addresses the key aspects of learning and development with a focus upon 'coaching' and coordination of records and materials in store.

Investigation, Grievance and Discipline



A comprehensive workbook and course focused on establishing best practice and legal compliance with regards to investigation, grievance and disciplinary processes.

Managing Recruitment



A comprehensive workbook and course focused on establishing best practice and legal compliance in recruitment, selection and retention.

Managing the Performance and Development of People



A comprehensive workbook and course focused on establishing best practice in the management of employee performance and the development of people.

Contact Details

Dave Hammond

Training Manager Western Region
Mobile: 07827830798
Email: dhammond@afblakemore.com

Anita Goodwin

Training Manager Eastern Region
Mobile: 07769144698
Email: anita.goodwin@afblakemore.co.uk

Steve Holcombe

Training Manager Southern Region
Mobile: 07841783715
Email: sholcombe@afblakemore.com

[www.afblakemore.com/
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Offering Training Solutions to Meet Your Business Needs



Training & Development Guide

Our Purpose & Values

Purpose

Provide relevant, professional and targeted learning and development activity that is free and accessible to the Meridian and Welsh Guild.

Values

- Supporting independent retailers to maximise business potential enabling owners and staff to recognise their contribution to their company's success.
- Giving great service and support to all members of the Meridian and Welsh Guild and our partners.
- Encouraging retailers to recognise their role in the community and make a positive contribution.
- Attaining excellence in everything we do.
- Behaving with honesty and integrity in all our relationships.



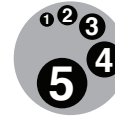
Compliance

BIIAB Level 2 Award for Personal Licence Holders (APLH)



Focused upon the Licensing Act 2003 and is a prerequisite in applying for a Personal Licence. The course is assessed via a 40 minute, multiple choice exam that is accredited by the British Institute of Innkeepers Awarding body, a sub group of the BII.

CIEH Level 2 Award in Food Safety for Retail



This course covers the five modules of the Chartered Institute for Environmental Health's syllabus and complies with EHO recommendations. It is accredited by the CIEH and is assessed via a 1 hour multiple choice exam.

Level 2 Emergency First Aid



If your risk assessment indicates that first aid training covering emergency protocols only is sufficient for your workplace, this one-day course will help you to meet regulatory requirements. A practical, hands-on course with a final assessment.

To Sell or Not to Sell (TSONTS)



This course is recommended by Trading Standards as being essential for all retail stores involved in the selling of age restricted items. There is an assessment at the end of the course which provides the business with evidence of due diligence.

The Principles of Safety Awareness in a Retail Environment



This workshop takes you through the basics of health and safety, chemical handling, hazard spotting, risk assessment, fire safety and managing contractor safety.

Best Practice



SPARKling Service



Identifying core areas of understanding in respect of changing customer expectations and raising staff awareness of how profits can be increased and retention figures improved through the application of outstanding customer service.

The Principles of Active Selling



Active Selling is a combination of delivering excellent customer service, linking sales and up-selling to a weekly product. It promotes a motivated team and increases your basket spend.

The Principles of Effective Merchandising



This workshop encompasses all the key aspects of stock management and presentation with a direct reference to application at store level to maximise the profit potential.

The Principles of Loss Prevention



This workshop is aimed at management, supervisors and staff. It encompasses the fundamental aspects a staff member would need to know in relation to overall loss prevention with a direct reference to application at store level.