

# COURSE CONTENT

DURATION: 4 HOURS

## CAREER ADVANCEMENT PROGRAM (CAP)

- 1 Definition
- 2 Chart & Benefit
- 3 Salary Scale
- 4 Dress Code Guidelines

## CORPORATE MANAGEMENT SYSTEM (CMS)

### **Module 1: Daily Operational Activities**

- 1 Store Opening
- 2 Store Closing

### **Module 2: Cash Management**

- 1 Petty Cash Claim

### **Module 3: Customer Service & Sales**

- 1 Customer Service
- 2 Cash Sales
- 3 Lelong Sales

### **Module 4: Inventory Control**

- 1 Stock Control
- 2 Merchandise Write Off

## **Module 5: Product Management**

- 1 Daily Portioning & Cutting
- 2 Packing
- 3 Refill & Display
- 4 Time limit for Good Issuance & Receiving

## **Module 6: Housekeeping**

- 1 Housekeeping
- 2 Hygiene & Sanitation
- 3 Employee Hygiene

## **Module 7: Crew Training**