

DIRECT STORE DELIVERY



An HSI Company

Topics are highlighted in orange.

Courses in series (highlighted in black)
are shown in order they should be viewed.

Course/Topic Title
Merchandising
Introduction to Merchandising
Being Prepared and Working Safely
Planograms and Shelf Sets
Inventory Replenishment
Off-Shelf Displays
Inventory Management
Communication Best Practices
The Seven Steps to Service
Retail Selling
Knowing Your Customer
Purposeful Partnerships
Preparing for a Sales Call
Initiating the Call
Presenting Sales Suggestions
Handling Objections
Asking for Action
The 5-Step Sales Call
Retail Profitability Model
Introduction to the RPM
Impacting Profitability
Reach
Frequency
Items Per Shopper
Price Per Item
Retail Shelf Space Management
Space Management Principles
Space Management Methodology
Influencing Space Management Decisions
Winning with Walmart
The Walmart Story
Walmart Pricing and Philosophy
Playing by the Rules
Walmart Store Hierarchy
Engaging with Walmart
Flawless Execution