

Book Retailing Internship Programme : **Hosei University**

Venue	: KLCC store	
Trainers	: All department's head	Trainees: 1 person
Training Period	: 20th Feb. ~ 24th Feb. 2017	
Objectives	: Widen knowledge in customer service To experience speaking in English in a working place To experience difference culture in different country	

Training Subjects	Period	Hours Trained	Trainer
	Day 1		
Welcome introduction by Store Manager in the morning briefing, & self introduction by student from Hosei University	0925~0930	5 mins	
Introduction from Human Resource : Briefing on store history & Company's Philosophy and Core Value -Q&A Rules & Regulations - Operation guidelines, break time, miscellaneous - punctuality, roster and time card - How to use common space; changing room, pantry - personal grooming; dress for work and work etiquette -Q&A	0930~11:30	2 hrs	Teresa
Store Tour	11:30~12:30	1 hr	Teresa/Shirley
Lunch	12:30~13:30	1 hr	
Japanese Book Merchandising Department -Overview & Functions of the Department -sharing information in exchanging Japanese culture with local people - sharing ways in promoting Japanese culture -Q & A	13:30~17:00	3.5 hrs	Kimura/ Terry
	Day 2		
Introduction to EBSSD Department -overview the objectives and responsibilities -functions of the various sections -Q&A	09:30~10:30	1 hr	Andrew & Kum Seong
Introduction to EBSSD categories at Art & Design section Job scope: Housekeeping and Operational Basic Duties - Dusting Shelves (to be done before / after store open / close) - Packing of books - Returning stray books - Shelving of non-book items	13:30~14:30	1hr	Arni & Huda
Lunch	12:30~13:30	1 hr	
Introduction to EBSSD categories at Literature, Professional & Humanities section Job scope: Books Display - Books Collection Point - Logistics Department - Identifying / rejecting non-sellable conditions on newly arrived books - Identifying books that are to be shrink-wrapped and bind - Display Methodology of various category - Wall/ island shelves, front entrance, pagodas, tabletops, platforms, platforms, bestsellers top-up, counter top & special display areas - Display flow, logic and clarity - Q&A	14:30~17:00	2.5hrs	Husnah & Khairul Siti & Anusha
Introduction to EBSSD categories at Lifestyle & Children section -Basic product knowledge, ISBN, titles, authors, publisher, Edition (hardcover,paperback) -store sales display and promotion	10:30~12:30	2 hrs	Yoke Ping & Kenny

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Chinese Book Merchandising Department -Overview & Functions of the Department -Merchandising practise Hands-on experience -Q&A	Day 3 09:30~12:30	3 hrs	Chen
Lunch	12:30~13:30	1 hr	
-Hands-on at logistic department Shrink wrap and pricing	13:30~17:00	3.5 hrs	Liew/ Kaymee
Customer Service Department - General briefing on the job scope -the "Dos and Don'ts in CS -effective communication & listening skill -Q&A	Day 4 9:30~12:30	3 hrs	Nakano
Lunch	12:30~13:30	1 hr	
Hands on Experience at Customer Service Counter	13:30~17:00	3.5 hrs	Joanne/Nakano
Interview with Store Manager	Day 5 0930~10:30	1 hr	
Interview with Teresa & Nakano on Customer Service matter and overall store matters	10:30~11:30	1 hr	Teresa & Nakano
Interview with Kum Seong & Chen on sales floor merchandising matter	11:30~12:30	1 hr	Kum Seong & Chen
Lunch	12:30~15:00	2.5hrs	
Presentation by student	15:00~16:00	1 hr	
Thoughts from Store Manager	16:00~17:00	1 hr	