



Head Office

308 Tipperary Street

Bronberrick

Centurion

0157

Telephone: (012) 654 4688

Fax: (086) 767 2797

www.mretailing.co.za

COMPANY

PROFILE

The Retail Specialists



THE RETAIL SPECIALISTS

INTRODUCTION

We would like to think we understand retail better than most, and therefore we keep things simple, stick to the basics, and keep costs to a minimum. We are therefore confident that we can add value to you or your business through our very affordable solutions.

No matter if you're an individual looking to improve your education, or you are an organisation looking to up skill your team via interactive workshops, or you are in need of quality retail employees, ranging from junior to executive level, or if you are only just in need of sound business support and advice, no matter how big or small, we are confident that we will be able to structure something to suite your budget.

SERVICE OFFERING:

-  Affordable education, training and development;
-  Affordable specialised recruitment and other human capital services;
-  Cost effective, retail consulting and solutions.

CUSTOMER VALUE PROPOSITION:

Providing forward thinking, low cost solutions to the retail industry by experienced retail specialists through our core service offerings.

VALUES:

A company is driven by innovation and passion, creating forward thinking solutions and building lasting collaborations with all our stakeholders to the benefit of all.

GOALS:

To become top of mind as Africa's leading retail solutions provider across our core service offerings.

ABOUT US:

Master Retailing came into being in 2010 as was established by its founder Eugene Beukes who has successfully been Managing Executive of six brands, all six being divisions of an Alsi Top 40 company listed on the JSE. Eugene has on an academic level completed his Master's Degree in Business Administration; Bachelor's Degree in Business Administration; Senior Management Programme; Future Business Development Programme and is a certified "Future Business Analyst", Diploma in Industrial Relations and he is also qualified as an International Business Coach and has studied at the University of Pretoria; University of Cape Town Business School, the University of Stellenbosch Business School and the Management College of Southern Africa and brings a wealth of expertise to the business.

Master Retailing was established and came into existence primarily due to the huge skills shortage being experienced within the wholesale and retail sector and the lack of education levels within this industry.



THE RETAIL SPECIALISTS

CORE BUSINESS ACTIVITIES:

Master Retailing (Pty) Ltd is a provider in the Wholesale and Retail sector of:

- Retail education; training and development consisting of:
 - Customised retail training material;
 - Distance learning programmes;
 - Learnership programmes;
 - SDF (Full Skills Development Facilitation Functions);
 - Skills Programmes and
 - Training Workshops.
- Retail consulting services (Full turnkey solution); and
- Recruitment and placement of retail personal with various leading retailers.

VISION STATEMENT:

To become Africa's leading retail educational, training and development provider within the Wholesale and Retail sector, and to also provide human capital, consulting and trade services to the industry.

MISSION STATEMENT:

To provide forward thinking and cost effective solutions to the Wholesale and Retail sector's specific industries:

- 🛒 Affordable and market related education, training and development workshops, skills and learnership programmes in the Wholesale and Retail sector;
- 🛒 Affordable and market related SAQA aligned and non-aligned Wholesale and Retail training material for skills programmes;
- 🛒 Affordable and market related human capital consulting services to manage the most valuable asset – people, by ensuring the proper recruitment, placement and management of people; and
- 🛒 Assist our students in finding jobs, whilst assisting retailers in the sourcing and placement of qualified retail personnel.

EDUCATION, TRAINING AND DEVELOPMENT

The retail sector is the second largest employment sector within South Africa however, has one of the highest skills shortages. Master Retailing is the only organisation of its kind throughout the whole of Africa who offers a full turnkey solution via our specialised retail services.

Our retail education comprises of various undergraduate certificate programs. Master Retailing also provides various W&RSETA learnership programs as well as interactive contact sessions ranging from 1 to 5 day workshops



THE RETAIL SPECIALISTS

which can even be customised free of charge, based on your business needs and gap analysis so as to improve value add to our corporate clients.

Master Retailing and/or its executive's Accreditation / Memberships and Affiliations in Alphabetical order

- 🛒 **ATC** (Al Bayan Training Centre);
- 🛒 **BSN** (Business School Netherlands);
- 🛒 **CGCSA** (Consumer Goods Council of South Africa);
- 🛒 **DOE** (Department of Education);
- 🛒 **GESFWA** (Global Education Support Forum for Working Adults);
- 🛒 **IADL** (International Association for Distance Learning);
- 🛒 **IAO** (International Accreditation Organization);
- 🛒 **ICM** (Institute of Credit Management);
- 🛒 **IEAC** (International Education Accreditation Commission);
- 🛒 **IRE** (International Retail Education);
- 🛒 **NUTN** (National University Technology Network);
- 🛒 **SARC** (South African Retail Council);
- 🛒 **SAQA** (South African Qualifications Authority); and
- 🛒 **W&RSETA** (Wholesale & Retail Sector Education and Training Authority).

HUMAN RESOURCES SERVICES

With our years of experience in the retail industry we know what it is required when it comes to managing a retailer's most valuable asset. Given the competitive retail industry managing employees can be overwhelming and time consuming given that the saying "a happy employee" means a happy customer bears much weight in the retail industry. Therefore ensuring proper recruitment, placement and management of people, especially in a South African context with stringent labour legislation which is key to any retailer's success. We offer the following Human Capital services to assist in lightening the load from our customers:

SKILLS DEVELOPMENT FACILITATION (SDF)

Master Retailing provides full SDF services ranging from the likes of skills audits, compiling workplace skills plan and submission of annual training report to Government to name a few. SME's can therefore benefit from these services in a very cost effective manner as if they have their own in-house SDF specialist without having to employ somebody as a full time employee.

RECRUITMENT

Regardless whether you are a Talent Management Specialist, HR Manager or Retail Store Owner, with our retail backgrounds we are bound to find you the right retail staff through our comprehensive retail specific database not to mention our own retail student alumni database. We know that in the retail industry it is all about protecting the margin which at times can be under pressure and therefore you will be pleasantly surprised at our fees which are most competitive in comparison to the rest of the recruitment industry and sets us apart from any other recruitment

THE RETAIL SPECIALISTS

agency out there. We cater for your recruitment needs whether it is an executive search or bulk recruitment and response handling we do it all. Recruitment Thinking – *“People Is Our Success”*

In order to ensure a satisfactory customer and candidate experience we provide general recruitment services, temporary placements as well as executive searches. As part of these services we conduct the following:

-  We conduct a competency based interview; Short listing and referring our top candidates;
-  Obtaining important personal documentation for each candidate i.e. pay slips, ID and educational qualifications;
-  Upon request, reference, ITC, criminal name clearance and qualification verification checks.
-  Candidate liaison, including setting up of interviews, positive and negative interview feedback and offers of employment;

INDUSTRIAL RELATIONS

At Master Retailing we understand that this is probably one of the most unpleasant and daunting work experiences a manager or employee has to deal with, especially when one is not sure about the latest labour legislation requirements in force and the huge risk implications involved. Master Retailing is more than capable of assisting you in the following areas of industrial relations:

-  Consulting and advising on labour legislation compliance; Consulting and advising management on issues of discipline; Assisting and formulating of disciplinary charges;
-  Advising, preparing and chairing disciplinary and grievance enquiries; CCMA preparation and advice;
-  Trade union negotiations and advice; and
-  Labour legislation compliance including - Basic Conditions of Employment Act and Sectoral Determination 9; Labour Relations Act; Employment Equity Act and Skills Development Act.

HR POLICIES AND PROCEDURES AND PERFORMANCE MANAGEMENT

At Master Retailing we can assist you with the drafting and implementation of all HR related policies and procedures and addressing the change management challenges arising from it. Furthermore as any retailing business performance is dependent on the sum of the performance of its individual parts we can assist you in kick starting your organization's performance through the following performance management initiatives:

-  Organisational Development;
-  Job profiling, design and grading;
-  Performance management processes;
-  Compensation management;

If you require more details please send us an e-mail on info@mretailing.co.za or contact us directly on 012 654 4688



THE RETAIL SPECIALISTS

JOB SEARCH

As an individual looking for a job or a business searching for that right candidate, we have experience in both and we believe given our expertise in the retail industry we have what it takes to open up and at times breakdown doorways to create an opportunity for the right applicant or find the right candidate to fill a vacancy. If you require more details or are interested in making a career move please send us your CV or query to cv@mretailing.co.za or contact us directly on 012 654 4688.

STRATEGIC BUSINESS CONSULTING AND BUSINESS SERVICES

Master Retailing prides itself in being retail maestro's, our team of retail specialists will be more than capable in assisting taking your business to the next level. We provide amongst others the following retail consulting services:

-  Business documentation and agreements;
-  Communication and marketing;
-  Customer relationship and service management;
-  Due diligence;
-  Financial strategy;
-  Franchising strategies and agreements;
-  Human resources;
-  Information systems and supply chain management;
-  Merchandising – assortment, planning and buying;
-  Multichannel retailing;
-  Operations management;
-  Pricing;
-  Restructuring;
-  Retail site location;
-  Retail strategy;
-  Sales;
-  Store layout, design and visual merchandising;
-  Store management;
-  SWOT analysis;
-  Turnaround strategy;
-  VAT returns;
-  Other such as: payroll; UIF; skills levies etc.

Should you have any further queries in this regard please do not hesitate to contact us for further detail on our consultation services.



THE RETAIL SPECIALISTS

TRAINING DIVISION

Master Retailing offers various practical training contact sessions, depending on the topic ranging from a 1 day workshop right through to 5 day training workshop and more...

Master Retailing recognises the importance of training, thereby adding value to any organisation, and as such offers customised training workshops based on our clients' needs and gap analyses, at no extra cost.

For further information on our training workshops, visit <http://www.mretailing.co.za> or email us your requirements at training@mretailing.co.za

SOME OF OUR CLIENTS (BUSINESS AND/OR INDIVIDUALS WORKING FOR THE FOLLOWING COMPANIES)

Ackermans; Addidas; American Swiss;
Barnetts; Bata; Beares; Best Home Electric; Billabong-Clearwater; Boardmans ; Boxer; Bradlows; Bella Mia
Cape Union Mart Group; Cash Build; Cell C; Character Group; Checkers; Clicks; Colcacchio ; Coricraft ; Cross
Trainer; Capital Shoes; Crown Outfitters; Castor and Ladder
Department of Education; Dial a bed; Dion wired; Donna-Claire;
Edcon; Edgars; Ekukhanyeni Community Development Centre; Electric Express; Ellerines; Engen; Exact; Express;
Fairdeal; Fashion Express; Fastrak; Fish n Chips; Foschini; Fossil; Furniture City; Foodco (Nigeria)
Galaxy & Co; Game; Geen & Richards; Glomail; Guess;
Hi fi Corp; Home etc; Homemark; House and Home; House of Coffee;
Incredible connection;
JD Group; Jetmart; Jockey; Joshua Doore; Juicy Lucy; Jetmaster
Kauai; Keedo International; KFC; Kingsmead Shoes
Levi's; Lewis; Lubners; Lizzard; Loumod
Marcel's Frozen Yoghurt; Markham; McDonalds; Meltz; Miladys; Mochachos; Mokki; Morkels; Mr Price Group;
Mr Price Clothing; Mr Price Home; Mr Price Sport; Mstores; Mzansi Home Store;
Nashua Mobile; Nike; Ninos; Nu Metro; NWJ;
Ocean Basket; OK Furniture;
P.Q. Clothing; Panarottis; Pep Stores; Perfume Gallery; Photo & Beyond; Piatto; Pick n Pay; PNA; PostNet;
PQ Clothing; Price n Pride; Playboy Beverages
Rage; Reebok; Roman's Pizza; Russells;
Samsung; Savells/Fairdeal; Sheet Street; Shoe City; Shoprite; Sissy Boy; Smollan Group; Soviet; Spar; SportScene;
Spur; Sterns; Sunglass Hut; Superga;
Tekki Town; TFG; The Bed Shop; The Crazy Store; The Cross Trainer; Topaz; Total Sports; Toys R Us; Toyzone;
Truworths;
UFO Furnitures; Verimark; Wetherleys; Wimpy; Woolworths; Waltons; XPANDA, Zeal Clothing

**We currently have offices in South Africa: Bloemfontein; ; Bedfordview; Centurion ; Johannesburg; Midrand;
Pretoria; Rustenburg; VanderbijlPark. International: Kuwait; Swaziland; United Arab Emirates (UAE); United
Kingdom (UK) and still growing...**