



Certificate in Retail Operations Schedule

All classes take place via Zoom on Monday evenings, 6-8 pm 7 April – 4 Aug 2025

<i>Module</i>	<i>Date</i>	<i>Topic</i>
1 <i>START UP</i>	Apr 7	Business Plan, Executive Summary & Pitch
	Apr 14	Taxes, Formation, and Incentives
	Deliverable	Executive Summary & Pre/Post Test
2 <i>MARKETING</i>	Apr 21	Marketing and Customer Service
	Apr 28	Digital Marketing & Social Media
	Deliverable	Marketing Component of Business Plan & Post Test
3 <i>RETAIL ACCOUNTING</i>	May 5	Leasing
	May 12	Retail Math (Profit/Cash Flow) and Lending
	May 19	Basics of Budgeting
	Deliverable	Budget & Post Test
4 <i>MERCHANDISING</i>	June 2	Merchandising
	June 9	Inventory Management
	Deliverable	Post Test
5 <i>HR MANAGEMENT</i>	June 16	HR/Management
	June 23	Hiring and Payroll
	Deliverable	Staffing Plan, Employee Handbook & Pre/Post Test
6 <i>LOSS PREVENTION</i>	June 30	Loss Prevention
	July 7	Insurance & Emergency Response Plans
	Deliverable	Post Test
7 <i>BUSINESS PLANNING</i>	July 14	Pitch Workshop
	Deliverable	Final Business Plan and Pitch

Consultation Night: Aug 4, 2025