



LCBS
LUXURY CONNECT
BUSINESS SCHOOL

LUXURY RETAIL SERVICE SKILLS





Luxury Retail Service Skills

Luxury Retail Service Skills(LRSS)

With the booming retail sector in India and the myriad numbers of international brands entering or expanding their base in India, there lies a dire need for trained professionals in the luxury retail/service sector. India's luxury market is likely to grow nearly tenfold over the next 10 years, says Amitabh Kant, chief executive officer of NITI Aayog. The luxury market has the potential to grow from \$18.5 billion currently to \$50 billion by 2020 and to \$180 billion by 2025.

The industry is looking forward to positive developments such as the addition of new luxury players to the mix, improvements in infrastructure, the advent of digital luxury, among other trends. Therefore with the increase in demand arises the need for manpower specifically trained & focused towards luxury retail and service sector in India.

Who should attend the program?

- The program is ideal for executives working in the Retail Industry
- The executives who would like to accelerate their career in the luxury and retail industry for higher positions.
- Candidates who want to enhance their knowledge in the area of customer service skills, particularly for the fashion & 'bridge to luxury' / premium domain.
- Corporate who wish to enhance the service levels offered by their front end teams.

Objective of the Program

- The program focuses on enhancing the knowledge in the area of Luxury Retail and customer service skills.
- It helps the candidates to understand and successfully implement customer retention policies; besides strategies to engage with new customers and implement customer loyalty programs.
- The program descriptively covers all aspects of retail and service environment.

Learning Outcomes

- The candidate will be equipped with requisite knowledge and understanding to serve customers better for any premium and luxury brand or service.
- The program will develop necessary insights into global practices thus enabling to self realize one's own potential and further explore other luxury segments as well.
- The candidate will be able to work in top-level positions in retail and service segment such as retail operations manager, retail operations executive, store managers, store supervisors, sales manager and customer relationship manager.

PROGRAM STRUCTURE

Session/Day	Day 1	Day 2
Session 1	Essence of Retail	Communication is the key
Session 2	Introduction to Luxury Retail	Managing your customers
Session 3	Demystifying the luxury mantra	The floor is your stage
Session 4	Servicing the affluent	Leadership & Team management

THE TUTORS



Mr. Abhay Gupta (Founder & CEO, Luxury Connect & Luxury Connect Business School)

Pioneer of Indian fashion and luxury segment, Mr. Gupta has been an integral part of the evolution of the industry and helped establish luxury brands like Versace, Corneliani, Cadini & others in India. Hailed as industry leader by Forbes, Economic Times, CNN-IBN, NDTV, Hindustan times etc , he has been recognized as the "**Luxury retail icon of the year 2012**" by Asia retail congress. Featured in "**India's 100 most influential men of luxury 2013, 2014 & 2015**" for 3 years in a row, Mr. Gupta has won several recognitions across India, SEA and GCC regions. More recently, he has been listed in the "**100 Most Influential Retail Leader – India; SEA & South Africa**" and he has been awarded with "**Rashtriya Shiksha Gaurav Puruskar 2016**".

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