

NAM COLLEGE KALLIKKANDY
DEPARTMENT OF MANAGEMENT STUDIES
CERTIFICATE COURSE IN STORES MANAGEMENT

OBJECTIVES

The syllabus is designed to assess the candidates' basic knowledge of store management, customer's satisfaction and the understanding of entrepreneurial skill in managing a small or big store.

- (i) Understanding of the rudiments of running a store and entrepreneurial skill.
- (ii) understanding of the concepts of wholesaling and retailing, basic business Documents and how to handle business finance.
- (iii) Ability to relate concepts learnt to control stock, keep records and manage business risk.

Module 1 :

Meaning of store management, Importance of store management; Functions of a store manager; Characteristics of a store manager; Customer services: - pre sale services - after sale services ,Functions of Management: Planning; Organization; Leading; Staffing; Controlling. Factors to be considered in establishing a store – Market, Finance, types of stock

(10 HRS)

Module 2 :

Retailing- Definition; Functions of a retailer; Wholesaling: Definition; Functions of a wholesaler; Warehousing; - Meaning of warehousing - types of warehousing; - importance of warehousing; Transportation, definition; - means of transportation; - advantages and disadvantages of each means of transportation; - factors that will determine the choice of transport.

(10 HRS)

Module 3 :

Introduction to Stock Control: Meaning of stock control; Importance of stock control; Types of stock records-Stock list, Bin card/ Store Card, Store requisition form and Delivery notes. Methods of Stock Control: Manual method; - Periodic, perpetual and annual stock taking. Computerized method; Levels of stock control; - maximum level. - minimum level. - reorder level.

(10 HRS)



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APPLY NOW



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