Scottish Grocer feature synopsis

June 2018 edition

Training feature

Editorial contact for this feature is
Matthew Lynas matthew.lynas@peeblesmedia.com 0141 567 6074

Deadline for editorial submission **Monday April 30th, 2018**

- *We're keen to have opinions, thoughts and predictions on the following topical issues as well as general market information (for example market share, market trends and details of brand activity)*
- *It always very useful to receive images – 300 dpi if possible. Good images include product shots, pictures of people quoted in the copy, and pictures of advertising and marketing activity*
- *And please feel free to provide anything else you think is relevant*

There's no shortage of self-starting entrepreneurs in the Scottish c-store sector but thanks to a combination of increasingly choosy consumers and an avalanche of regulations in recent years, there's also more for retailers and staff to learn than ever. In this feature we'll look at some of the benefits to working with training services and ask where retailers can use training most effectively. We'd welcome your views on the following:

• In your view, how do c-store businesses benefit from investing in third party training courses? Can professional training services help stores achieve regulatory compliance? Improve customer service?

• What courses and services do you provide? Where do you provide these services? What are the benefits to c-store retailers? Why is it worth the investment?

• What sort of training resources are available to retailers today? How are training providers making use of digital technology?

• With more and more retailers introducing food to go as part of their offer, how important is hygiene training to c-stores? What kind of hygiene training would be essential for staff members preparing and/or serving food? What are the potential consequences for retailers who do not invest in hygiene training?

• Retailers are often short on time, what kind of training courses might be best suited to busy business owners?