

TECH TALK TUESDAYS AND REAL TALK THURSDAYS INITIATIVES



In the fast-paced world of retail, staying ahead of the game requires continuous learning and development. To equip our retail team with the knowledge and skills needed to excel, we have implemented two exciting initiatives: Tech Talk Tuesdays and Real Talk Thursdays. These sessions not only enhance our team's expertise but also elevate customer engagement and satisfaction. Let's take a closer look at the impact and outcomes of these initiatives.

Tech Talk Tuesdays: Embracing Innovation

Tech Talk Tuesdays have become a staple in our training programme. These sessions focus on the latest tech products that we offer. Topics covered include the Mintt Party Max, Panzer Screen Protector, HPRT Printer, Galaxy Smart Tag, Mintt Z6, and JBL Link View. By delving into the features, functionalities, and benefits of these products, our employees gain in-depth knowledge that enables them to assist customers with confidence. Staying up-to-date with the ever-evolving tech landscape equips our team to make informed recommendations and provide expert advice.

Real Talk Thursdays: Elevating Professionalism

Real Talk Thursdays, on the other hand, are designed to address crucial topics related to retail operations and employee development. These sessions cover areas such as personal hygiene, grooming and attendance, just to name a few. By discussing these subjects openly, we emphasize the significance of maintaining high standards of professionalism and customer service. Our goal is to enhance employee awareness of their impact on customer satisfaction and the overall image of FoneHaus.



Looking ahead, we are thrilled to extend an invitation to the CDC and Badili Backoffice team to join our Real Talk Thursdays. By fostering collaboration and communication across departments, we aim to achieve a holistic approach to our 10-minute start to our briefings on Thursdays. This will enable us to address any critical issues or updates that are essential for the success of FoneHaus.

In conclusion, our Tech Talk Tuesdays and Real Talk Thursdays initiatives, are integral to our commitment to retail excellence. By equipping our employees with up-to-date product knowledge and addressing important HR-related topics, we empower them to provide outstanding customer service.

We are confident that these initiatives will further strengthen our position in the market and solidify our reputation as a leader in the tech retail industry.





