

# Retailers and suppliers invited to the debut Retail Indaba

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Retail Indaba is making its debut on the 19th and 20th of July at the CTICC and aims to bring together retailers, suppliers and industry associations for high-level learning, networking and team building. Over the two days a host of industry leading speakers and professionals will inspire and inform delegates on retail and shopping centre management, customer service, shop management and online shopping. The programme is divided into different tracks to ensure that top and middle management, as well as shop floor personnel, will receive information relevant to their respective fields.

## Day 1 - 19 July

- Retail management
- Customer service training

## Day 2 - 20 July

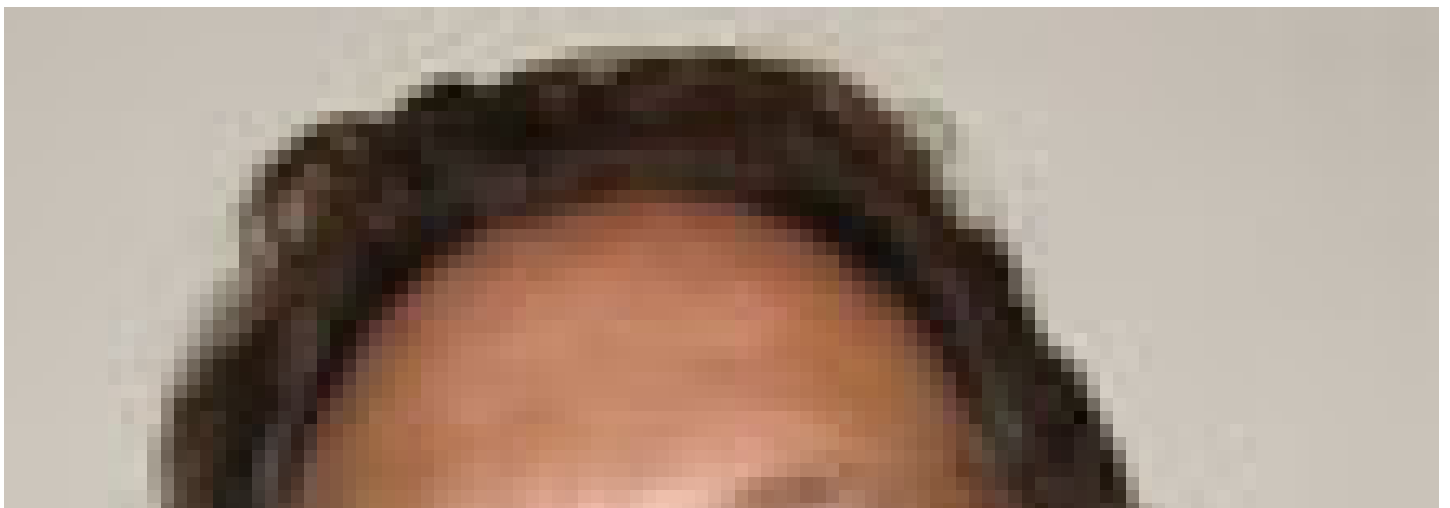
- Shop management
- Online shopping

The **retail management** track is designed for the retail executive from medium to large retail chains and has a strong strategic and growth focus. Day one includes two identical 3.5 hour **customer service training** sessions aimed at shop managers, supervisors, front-of-house personnel and cashiers.

Entrepreneurs, shop and branch managers should attend the **shop management** track on the second day. This track zooms in on practical execution and excellence in shop and branch management. Due to the huge opportunities and growth of online shopping in South Africa, the indaba has a specially designed online shopping track looking at strategies and practical tips to manage a successful online store.

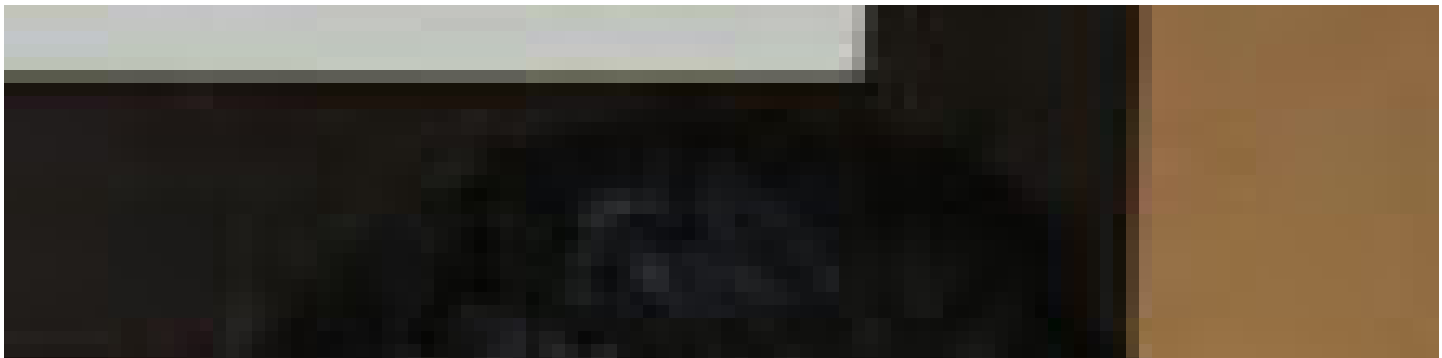
Confirmed speakers include: Derek Engelbrecht (Ernst & Young), Craig Henry (Nielsen), Warren Moss (Demographica), John Bowles (Newspaper Advertising Bureau), Jason Frichol (Integer), Paul Galatis (Yuppiechef), Craig Lodge (Brandsintrade), Dirk Dijkstra (Ensign), Timothy Beattie (Pyrotec) and others.

Ticket ranges from R450 (for a retail lunch function) to R1750 for a single day entry. A two-day combo is available at R2500. Early-bird rates apply until Friday the 13th of July. Promotional opportunities are available in the form of display tables and conference bag inserts. For the full programme or further information visit the website at [www.retailindaba.co.za](http://www.retailindaba.co.za) or contact the organisers, CADEK Media, at 021 855 4750 or [info@cadek.co.za](mailto:info@cadek.co.za).





Dirk Dijkstra -  
Ensign






Jason Frichol -  
Integer





Derek  
Engelbrecht -  
Ernst & Young





Timothy Beattie -  
Pyrotec

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