



PROFESSIONAL portfolio 2019





WHO WE ARE

Incorporated in 1995, MAP is now the **leading lifestyle retailer** in Indonesia with over **2,300 retail stores** and a diversified portfolio that includes **sports, fashion, department stores, kids, food & beverage and lifestyle products**. Some of our iconic brands include Starbucks, Zara, Marks & Spencer, SOGO, SEIBU, Mango, Onitsuka Tiger, among many others.

The success of MAP is largely supported by its **People Development programs**. MAP believes in providing the best training grounds for its people to grow the business. This proven training is now shared through Retail Academy programs that will be available for public.

For the past three years, MAP Retail Academy has **certified more than 1,000 people** recognized as competent retailers that align with our vision: to build the **Most Admired Professionals**.

Now, MAP Retail Academy is ready to share our best programs to public.



Australian
Retailers
Association

WHAT SETS US APART

Provides International curriculums
Recognized by Indonesian government as the **FIRST** Retail Certification provider
Programs delivered by experts in the industry
Trusted by world-class brands

Registration Info:

mapretail.academy@map.co.id | 0816881000 | @mapretailacademy



Self-Transformation

Personal development program focusing on soft-skills from **communication, personal branding, to Leadership, etc.**

Executive Program

Partnering with **reputable international** educational institution

OUR SERVICES

At Your Service Program

Tailored program to cater to your specific needs

Professional Certification

Comprehensive Development with International Curriculum & Nationally recognized Certification (by BNSP) in the area of Retail industry (including F&B), Customer Service, Visual Merchandising and Trainer certification





BITE SIZE “SELF TRANSFORMATION” PROGRAMS

ME Inc.

July Week 1, 2019

(8-hours session – 1 day)

Investment: 2Million IDR

Revamp your look with new set of styling and grooming skills including Beauty Session and products by **Sephora**

LEADERSHIP TRAILBLAZER

July Week 3, 2019

(16-hours session – 2 days)

Investment: 4Million IDR

Jumpstart your Leadership skills to excel in this Challenging Era, and get insights from one of Indonesia's renowned leader

A BETTER ME...

July Week 2, 2019

(16-hours session – 2 days)

Investment: 3Million IDR

Discover strategies to manage your stress and explore on ways to develop Emotional Intelligence

MAKE IT MATTER

July Week 4, 2019

(16-hours session – 2 days)

Investment: 3.5Million IDR

What matters in a team is motivated personnel that consistently rewarded and recognized by leaders. Have the chance to get inspired by Indonesia's acclaimed leader

GO BEYOND!

July Week 1, 2019

(16-hours session – 2 days)

Investment: 2Million IDR

The key to your customer's heart is through extraordinary customer service and beyond.

Master your way to excellence by learning the strategies.



PROFESSIONAL CERTIFICATION

International enrichment program offering **FULL CERTIFICATION** & **CLUSTER-BASED CERTIFICATION** aligned with government (BNSP) standard

FULL CERTIFICATION – RETAIL PROFESSIONAL CERTIFICATION

Level 2

48 hours session
6 days @8 hours
Investment: 3Mil.

Competencies:

Effective work & communication, Customer Service, Retail Technology, Implement Merchandising, Career Preparation in Retail industry

Who should attend:

Future Retailers

*For F&B business

Level 3

64 hours session
8 days @8 hours
Investment: 4Mil.

Competencies:

Effective work & communication, Customer Service, Receive & Handle Stock, Store Loss Prevention, Visual Merchandising Display, Food Safety*

Who should attend:

Sales Staff/Barista/ Crew

Level 4

64 hours session
8 days @8 hours
Investment: 5Mil.

Competencies:

Customer service Coordination, Stock Management, People Coordination, Store Loss Prevention, Event & Promotion Coordination, Retail Technology, Coordinate Retail Store Financial, Visual Merchandising Display Coordination, Food Safety*

Who should attend:

Retail Supervisors

Level 5

64 hours session
8 days @8 hours
Investment: 5,5Mil.

Competencies:

Customer Engagement, Sales & Service Management, Merchandising Management, People Management, Store Loss Prevention, Event & Promotion Management, Retail Technology, Innovative Ideas Development, Food Safety*

Who should attend:

Store/Restaurant Managers

Level 6

96 hours session
12 days @8 hours
Investment: 8Mil.

Competencies:

Managing: Merchandising, People, Store Loss Prevention, Sales & Service, Retail Financial, Stakeholders
Developing: Retail Culture, Retail Strategy, Innovative Ideas, Retail Strategic Food Safety*

Who should attend:

Operation/Area Coordinators & Managers

CLUSTER PROFESSIONAL CERTIFICATION

Retail Service Professional

32 hours session
4 days @8 hours
Investment: 2,5Mil.

Competencies:

Delightful Customer Service, Product Presentations, Problem Resolutions

Who should attend:

Retailers at all levels

Visual Merch. Supervisor

24 hours session
3 days @8 hours
Investment: 3Mil.

Competencies:

Coordinate Retail Visual Merchandising, Manage Merchandise Capacity

Who should attend:

VM Supervisors

Modern VM for Managers

24 hours session
3 days @8 hours
Investment: 3,5Mil.

Competencies:

Manage Retail Visual Merchandising Process, Manage Stock Merchandise

Who should attend:

VM Managers

Professional Trainer Lvl. 1

24 hours session
3 days @8 hours
Investment: 3Mil.

Competencies:

Proper Face-to-face Training, Manage Learning Environment, Ensure Safety Learning Environment

Who should attend:

Professional Trainers

Professional Trainer Lvl. 2

16 hours session
2 days @8 hours
Investment: 2,5Mil.

Competencies:

Module Design Techniques and Ensure Quality

Who should attend:

Professional Trainers

Note: all programs run with min. of 15 participants