

Retail Business resource list

Level 3

Books

<p>Abbreviations and Acronyms Encountered in Logistics Operations Published by: CILT (UK), 2009 ISBN: 1899960104</p>	Slater, A
<p>The Big Book of Customer Service Training Games: Quick, Fun Activities for All Customer Facing Employees Published by: US adaptations, 2006 ISBN: 978-0077114763</p>	Carley, P
<p>Boutiques and Other Retail Spaces: the Architecture of Seduction Published by: Routledge (1st Ed), 2007 ISBN: 978-0415363228</p>	Venet, D; Wit, L
<p>Branding a Store: How to Build Successful Retail Brands in a Changing Marketplace Published by: Kogan Page; New edition, 2006 ISBN: 978-0749448325</p>	Floor, Ko
<p>E-shock the New Rules: The Electronic Shopping Revolution – Strategies for Retailers and Manufacturers Published by: Palgrave Macmillan 3rd revised edition, 2000 ISBN: 978-0333946015</p>	De Kare-Silver, M
<p>E-tailing Published by: Routledge 1st edition ISBN: 978 – 0415311427</p>	Dennis, C; Fennech, T & Merrilees, B
<p>Fashion Buying Published by: Blackwell Publishing, 2007 ISBN: 978-1405149921</p>	Goworek, H
<p>Getting to Yes: Negotiating agreement without giving In Published by: Penguin Putnam Inc, 2008 ISBN: 978-0140157352</p>	Fisher, R; Ury, W
<p>International Retailing Trends & Strategies Published: Financial Times/ Prentice Hall, 1995 ISBN: 978-0273611837</p>	McGoldrick, P; Davies, G
<p>Logistics and Retail Management: Emerging issues & new challenges in the retail supply chain Published by: Kogan Page Ltd, 2009 ISBN: 978-0749454074</p>	Fernie, J; Sparks L
<p>Marketing your retail store in the internet age Published by: John Wiley & Sons, 2007</p>	Negan, BI; Negan, S

ISBN: 978-0470043936

Multi-Channel Retailing
Published by: Fourchild books and visuals, 2009
ISBN: 978-1563676307

Gamans-Poloian, L

People Don't Buy What You Sell (They Buy What You Stand For)
Published by: Management books Ltd, 2005
ISBN: 978-1852524975

Butler, M

Principles of Retailing
Published by: A Butterworth-Heinemann, 2003
ISBN: 978-0750647038

Fernie, J; Fernie, S & Moore, C

Retail Buying techniques
Published: Management books, 2003
ISBN: 978-1405149921

Elliot, F

Retailing: An Introduction
Published by: Financial Times/Prentice Hall, 2004
ISBN: 978-0273678199

Cox, R; Brittain, P

Retailing in the 21st Century: Current and future trends
Published by: Springer (2nd Ed), 2010
ISBN: 978-3540720010

Kraft, M; Mantrala, M

Retail Management
Published by: Mercury Business Books, 2007
ISBN: 978-1852525538

Fleming, P

Smart Retail: How to turn your store into a sales phenomenon
Published by: Prentice Hall (2 edition), 2007
ISBN: 978-0273712770

Hammond, R

Stores & Distribution Management
Published by: Liverpool Business Publishing, 2004
ISBN: 978-1903500057

Carter, R & Price, P

Supply Chain Management in the Retail Industry
Published by: John Wiley & Sons, 2005
ISBN: 978-0471723196

Hugos, M; Thomas, C

Visual Merchandising: Window and In-Store Displays for Retail
Published: Laurence King, 2008
ISBN: 978-1856695398

Morgan, T

Why We Buy: The Science of Shopping
Published by: Simon & Schuster, 2008
ISBN: 978-1416595243

Underhill, P

52 Terrific Retail Tips
Published by: Terrific Trading publications, 2002
ISBN: 978 - 1852525545

Leon, J

CDs, CD-ROMs and DVDs

- 52 Terrific retail tips (accompanies book by same name) ISBN: 0957 708785
www.terrifictrading.com
- Fenman Professional Training Resources for a range of DVDs and Videos on customer service and sales - <http://www.fenman.co.uk/index.html>
- Future Vu (2005) *Multi-user edition VIEW Retail CD-Rom* www.viewretail.com
- Hypermarket CD-Rom- Retail Supply Chain Game; author: The Change Works.
www.boombizz.com
- Sell to profit DVD – British Shops and Stores Association www.british-shops.co.uk

Journals and Magazines

- Drapers
- Fast Forward
- Labour market profiles for the Logistics sector– www.skillsforlogistics.org.uk
- Motor Industry Magazine www.motor.org
- Motor Transport
- Retail Therapy magazine in association with the National Skills Academy for Retail
- Retail Week
- Skills Priorities for the Retail sector the UK and its 4 nations – www.skillsmartretail.com
- Skillsmart Retail Analysis – Current & Future Trends 2008/09 – www.skillsmartretail.com
- Target Jobs Retail
- The Grocer

Websites

About.com: Retailing	www.retail.about.com
BBC Learning	www.bbc.co.uk/learning
BizEd	www.bized.co.uk
British Retail Consortium	www.brc.org.uk
British Shops and Stores Association	www.british-shops.co.uk
Business and Retail Crime	www.crimereduction.homeoffice.gov.uk/toolkits
Business link	www.businesslink.gov.uk
Centre of Retail Research	www.retailresearch.org
Chartered Institute for Logistics and Transport	www.ciltuk.org.uk
Chartered Institute for purchase and supply	www.cips.org
Convenience Store news	www.csnews.com
CRM learning	www.crmlearning.com
Delivering you future	www.deliveringyourfuture.co.uk
Diploma in Retail Business	www.diplomainretailbusiness.com
Display Wizard	www.displaywizard.co.uk
Enterprise UK	www.enterpriseuk.org
Environment in business	www.eibonline.co.uk
Envirowise	www.envirowise.gov.uk/uk/Sectors/Retail
Free Teaching resources	www.free-teaching-resources.co.uk
HSE – Health & Safety in the warehouse	www.hse.gov.uk/warehousing
Institute for Grocery & Distribution	www.igd.com
Institute for Motor Industry	www.motor.org.uk
Internet Advertising Bureau	www.iabuk.net/en/1/casestudiesretail
National Association of Goldsmiths	www.jewellers-online.org

Retail Jeweller	www.retail-jeweller.com
Retail Source	www.retailsource.com
Retail Technology Review	www.retailtechnologyreview.com
Skills for Logistics	www.skillsforlogistics.org.uk
Skillsmart Retail	www.skillsmartretail.com
Store planning	www.storeplanning.com
Supermarket News	www.supermarketnews.com
Supply Chain Brain	www.supplychainbrain.com
Supply Chain standard	www.supplychainstandard.com
Talking Retail	www.talkingretail.com
Terrific Trading	www.terrifictrading.com.au
The Voice of E-Retail	www.imrg.org
Times 100	www.thetimes100.co.uk
Tutor2u	www.Tutor2u.net
UPS Supply Chain Solutions	www.ups-scs.com/solutions/case_consumer.html
Video Arts	www.videoarts.com
View Retail	www.viewretail.com
Warehousing and storage environment	www.hse.gov.uk/warehousing
Wrap – Material change for a better environment	www.wrap.org.uk