

**Revised Syllabus of Courses of Bachelor of Management Studies  
(BMS) Programme at Semester VI  
with effect from the Academic Year 2018-2019**

**Elective Courses (EC)  
Group B: Marketing Electives**

**2. Retail Management**

**Modules at a Glance**

SN	Modules	No. of Lectures
1	Retail Management- An overview	15
2	Retail Consumer and Retail Strategy	15
3	Merchandise Management and Pricing	15
4	Managing and Sustaining Retail	15
<b>Total</b>		<b>60</b>

**Objectives**

SN	Objectives
1	To familiarize the students with retail management concepts and operations
2	To provide understanding of retail management and types of retailers
3	To develop an understanding of retail management terminology including merchandize management, store management and retail strategy.
4	To acquaint the students with legal and ethical aspects of retail management
5	To create awareness about emerging trends in retail management

SN	Modules/ Units
1	<p data-bbox="277 208 727 241"><b>Retail Management- An overview</b></p> <p data-bbox="277 259 600 293"><b>a) Retail Management:</b></p> <ul data-bbox="325 309 1401 383" style="list-style-type: none"> <li data-bbox="325 309 1401 383">• Introduction and Meaning, Significance, Factors Influencing Retail Management, Scope of Retail Management</li> </ul> <p data-bbox="277 398 528 432"><b>b) Retail Formats:</b></p> <ul data-bbox="325 445 1401 566" style="list-style-type: none"> <li data-bbox="325 445 1401 566">• Concept of Organized Retailing: Factors Responsible for the Growth of Organized Retail in India, Multichannel Retailing: Meaning and Types, E-tailing: Meaning, Advantages and Limitations</li> </ul> <p data-bbox="277 580 708 613"><b>c) Emerging Trends in Retailing</b></p> <ul data-bbox="325 627 1401 974" style="list-style-type: none"> <li data-bbox="325 627 836 660">• Impact of Globalization on Retailing</li> <li data-bbox="325 674 1401 795">• I.T in Retail: Importance, Advantages and Limitations, Applications of I.T. in Retail: EDI, Bar Coding, RFID Tags, Electronic Surveillance, Electronic Shelf Labels</li> <li data-bbox="325 808 1187 842">• FDI in Retailing: Meaning, Need for FDI in Indian Retail Scenario</li> <li data-bbox="325 855 1374 889">• Franchising: Meaning, Types, Advantages and Limitations, Franchising in India</li> <li data-bbox="325 902 564 936">• Green Retailing</li> <li data-bbox="325 949 576 983">• Airport Retailing</li> </ul>
2	<p data-bbox="277 996 759 1030"><b>Retail Consumer and Retail Strategy</b></p> <p data-bbox="277 1046 679 1079"><b>a) Retail Consumer/Shopper:</b></p> <ul data-bbox="325 1095 1401 1216" style="list-style-type: none"> <li data-bbox="325 1095 1401 1216">• Meaning of Retail Shopper, Factors Influencing Retail Shoppers, Changing Profile of Retail Shoppers, Market Research as a Tool for Understanding Retail Markets and Shoppers</li> </ul> <p data-bbox="277 1229 512 1263"><b>b) CRM in Retail:</b></p> <ul data-bbox="325 1276 1305 1397" style="list-style-type: none"> <li data-bbox="325 1276 628 1310">• Meaning, Objectives</li> <li data-bbox="325 1323 1305 1397">• Customer Retention Approaches: Frequent Shopper Programme, Special Customer Services, Personalization, Community</li> </ul> <p data-bbox="277 1411 528 1444"><b>c) Retail Strategy:</b></p> <ul data-bbox="325 1458 1198 1491" style="list-style-type: none"> <li data-bbox="325 1458 1198 1491">• Meaning, Steps in Developing Retail Strategy, Retail Value Chain</li> </ul> <p data-bbox="277 1505 655 1538"><b>d) Store Location Selection:</b></p> <ul data-bbox="325 1552 1286 1585" style="list-style-type: none"> <li data-bbox="325 1552 1286 1585">• Meaning, Types of Retail Locations, Factors Influencing Store Location</li> </ul> <p data-bbox="277 1599 517 1632"><b>e) HRM in Retail:</b></p> <ul data-bbox="325 1646 1401 1809" style="list-style-type: none"> <li data-bbox="325 1646 788 1680">• Meaning, Significance, Functions</li> <li data-bbox="325 1693 1401 1809">• Organization Structure in Retail: Meaning, Factors Influencing Designing Organization Structure, Organization Structure for Small Stores/Single Stores/Independent Retailers and Retail Store Chain/Department Store</li> </ul>

SN	Modules/ Units
3	<b>Merchandise Management and Pricing</b>
	<p><b>a) Merchandise Management</b></p> <ul style="list-style-type: none"> <li>• Concept, Types of Merchandise, Principles of Merchandising, Merchandise Planning- Meaning and Process, Merchandise Category – Meaning, Importance, Components, Role of Category Captain, Merchandise Procurement/Sourcing- Meaning, Process, Sources for Merchandise</li> </ul> <p><b>b) Buying Function:</b></p> <ul style="list-style-type: none"> <li>• Meaning, Buying Cycle, Factors Affecting Buying Functions, Functions of Buying for Different Types of Organizations Young and Rubicam’s Brand Asset Valuator- Independent Store, Retail Chain, Non-store Retailer</li> </ul> <p><b>c) Concept of Lifestyle Merchandising</b></p> <p><b>d) Private Label</b></p> <ul style="list-style-type: none"> <li>• Meaning, Need and Importance, Private Labels in India</li> </ul> <p><b>e) Retail Pricing</b></p> <ul style="list-style-type: none"> <li>• Meaning, Considerations in Setting Retail Pricing</li> <li>• Pricing Strategies: High/ Low Pricing: Meaning, Benefits, Everyday Low Pricing: Meaning, Benefits, Market Skimming, Market Penetration, Leader Pricing, Odd Pricing, Single Pricing, Multiple Pricing, Anchor Pricing</li> <li>• Variable Pricing and Price Discrimination- Meaning Types: <ul style="list-style-type: none"> <li>▪ Individualized Variable Pricing/First Degree Price</li> <li>▪ Self-Selected Variable Pricing/ Second Degree Price Discrimination- Clearance and Promotional Markdowns, Coupons, Price Bundling, Multiple – Unit Pricing</li> <li>▪ Variable Pricing by Market Segment/ Third Degree Price Discrimination</li> </ul> </li> </ul>
4	<b>Managing and Sustaining Retail</b>
	<p><b>a) Retail Store Operations:</b></p> <ul style="list-style-type: none"> <li>• Meaning, Responsibilities of Store Manager, The 5 S’s of Retail Operations (Systems, Standards, Stock, Space, Staff)</li> </ul> <p><b>b) Store Design and Layout:</b></p> <ul style="list-style-type: none"> <li>• Store Design- Meaning, Objectives, Principles, Elements of Exterior and Interior Store Design, Store Atmospherics and Aesthetics</li> <li>• Store Layout- Meaning, Types: Grid, Racetrack, Free Form</li> <li>• Signage and Graphics: Meaning, Significance, Concept of Digital Signage</li> <li>• Feature Areas: Meaning, Types: Windows, Entrances, Freestanding Displays, End Caps, Promotional Aisles, Walls, Dressing Rooms, Cash Wraps</li> </ul>

SN	Modules/ Units
	<p><b>c) Visual Merchandising and Display:</b></p> <ul style="list-style-type: none"> <li>• Visual Merchandising- Meaning, Significance, Tools Used for Visual Merchandising</li> <li>• The Concept of Planogram</li> <li>• Display- Meaning, Methods of Display, Errors in Creating Display</li> </ul> <p><b>d) Mall Management</b></p> <ul style="list-style-type: none"> <li>• Meaning and Components: Positioning, Zoning, Promotion and Marketing, Facility Management, Finance Management</li> </ul> <p><b>e) Legal and Ethical Aspects of Retailing</b></p> <ul style="list-style-type: none"> <li>• Licenses/Permissions Required to Start Retail Store in India</li> <li>• Ethical Issues in Retailing</li> </ul> <p><b>Career Options in Retailing</b></p>