

Business game "Sales Management"





1 Learn to manage the sales process

Learn and improve your sales management skills as the business grows



Introduction	Module 1 / Week 1	Module 2 / Week 2	Module 3 / Week 3	Module 4 / Week 4	Module 5 / Week 5	Module 6 / Week 6
	Review the goal of the module	Review the goal of the module	Review the goal of the module	Review the goal of the module	Review the goal of the module	Review the goal of the module
	Watch tutorials	Expand the list of your managerial functions				
	Manage virtual company	Implement your plan of actions				
	Receive results and analyze	Receive results and analyze	Receive results and analyze	Receive results and analyze	Receive results and analyze	Receive results and analyze
	Improve and optimize	Improve and optimize	Improve and optimize	Improve and optimize	Improve and optimize	Improve and optimize



Sales Manager Module 1



Product mix

Price

Personnel

Supply chain



Ensure stabile sales activities by managing key business processes

Optimize the results while maintaining the initial size of the store (100 sq. m.)



Product mix

Analyze the products you have in your store

Form your product mix – choose products and their quality; buy them

Set an achievable sales goal for each product

Price

Choose the best competitive price for your product (take quality into consideration)

Personnel

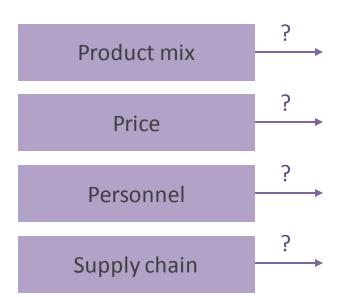
Choose the level of qualification of your employees in the store (choose salary)

Manage the number of employees as number of visitors grows

Supply chain

Ensure a steady flow of goods; if there are no goods in the store, there will be no sales









Sales Manager Module 2

WAS YOUR COURSE OF ACTIONS SUCCESSFUL?

WAS IT PROFITABLE? YES => WHY? NO => WHY?

WHAT CAN BE DONE TO IMPROVE THE PERFORMANCE?

Revenues - Expenses = Profit / Loss

Sales = Revenues

Proper marketing mix will ensure interest of consumers, and thus sales

Manage your expenses

While testing various ideas, you need to go as lean as possible

Profits

In order to develop your business, your activities have to be profitable



Product sales (Trade Hall)

Analyze the sales results. Were your goals achieved?

Analyze the market, and competitor performance. Are you competitive?

Price (Market reports, Trade Hall)

Is your price still competitive?

Personnel (Store)

Is the qualification of your personnel sufficient? Are customers happy?

What do you need to increase the performance? (training or salary raise, number)

Supply chain

Do you have trustworthy suppliers? Consider the risks if you have only one supplier.

Is your supplier capable to provide you more goods? (in case there is growing demand)





Place

Promotion

Investments



Ensure stabile sales activities by managing additional key business processes

Optimize the results while expanding the store (500 sq. m.)



Continue you activities from Module 1 Action plan

Place

Fully utilize the possibilities provided by increase in sales area

Is the district suitable for your marketing mix? Consider relocation if necessary

Promotion

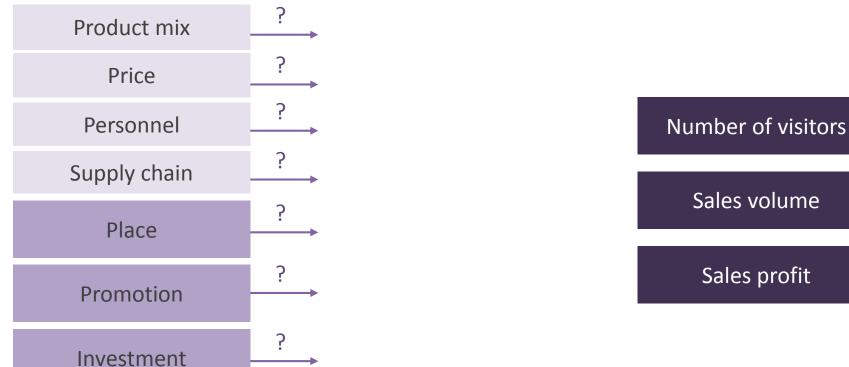
Choose your advertising budget to attract more visitors (potential customers)

As you start advertising, start with smaller budgets to avoid wasting money

Investments (Innovations)

Consider the possibilities that business booster can provide you (Store tab)

If you choose to invest, consider reviewing all the variables afterwards



Identify the connections and impact on sales results



Sales Manager Module 3

WAS YOUR COURSE OF ACTIONS SUCCESSFUL?

WAS IT PROFITABLE? YES => WHY? NO => WHY?

WHAT CAN BE DONE TO IMPROVE THE PERFORMANCE?

Revenues - Expenses = Profit / Loss

Sales = Revenues

Proper marketing mix will ensure interest of consumers, and thus sales

Manage your expenses

Consider going lean, any unnecessary expenses will cut your profits or will generate loss

Profits

In order to develop your business further, your activities have to be profitable



Product sales (Trade Hall)

Analyze the sales results. Were your goals achieved?

Analyze the market, and competitor performance. Are you competitive?

Price (Market reports, Trade Hall)

Is your price still competitive?

Personnel (Store)

Is the qualification of your personnel sufficient? Are customers happy?

What do you need to increase the performance? (training or salary raise, number)

Supply chain (Trade Hall)

Do you have trustworthy suppliers? Consider the risks if you have only one supplier.

Is your supplier capable to provide you more goods? (in case there is growing demand)



Place

As store grows, so does the visitor flow. Do you have enough employees, goods, ads?

Don't forget a possibility to relocate if there are too many competitors in the district

Promotion

Is your advertising at 100% efficiency? No? Then you are wasting money

Don't forget to match advertising budgets with overall scale of operations.

Investments

After the investment consider reviewing all the variables to maximize gains



Sales result analysis

Consumer analysis

Competitor analysis



Increase market share in goods you sell

Optimize the results while expanding the store (1000 sq. m.)



Continue activities from Action plans of Module 1 and 2

Trade hall of the store

Sales reports of each product and sales history

Market report of each product you are selling (including data on competitors)

Main (Store) tab of the store

Personnel efficiency

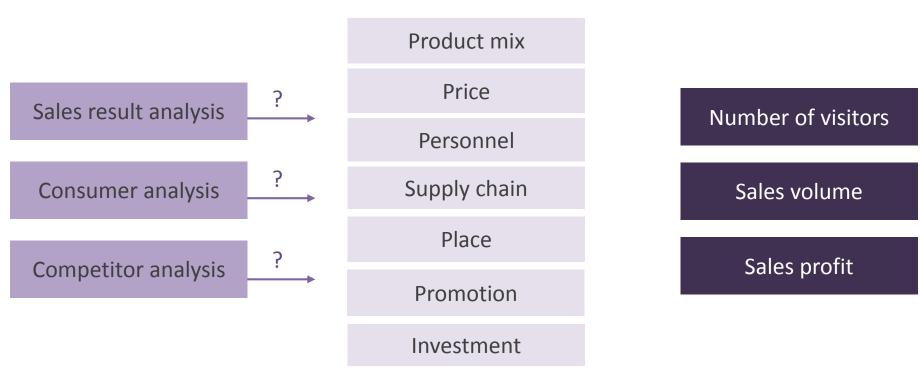
Quality of service

Financial report tab of the store

Financial data

Variety of reports





Identify the connections and impact on sales results



Sales Manager Module 4

WAS YOUR COURSE OF ACTIONS SUCCESSFUL?

WAS IT PROFITABLE? YES => WHY? NO => WHY?

WHAT CAN BE DONE TO IMPROVE THE PERFORMANCE?

Revenues - Expenses = Profit / Loss

Sales = Revenues

Proper marketing mix will ensure interest of consumers, and thus sales

Manage your expenses

While testing various ideas, you need to go as lean as possible

Profits

In order to develop your business, your activities have to be profitable



Keep an eye

Review the achieved results and keep a close eye on the changes in the market

Make decisions

Gather information, analyze it and make data based decisions

Manage the processes

As your business grows there is a constant need for optimization

Experiment

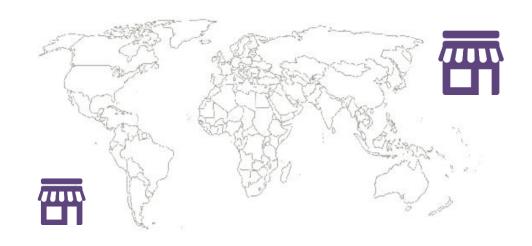
Don't be afraid to try new things and experiment



Macroeconomic data

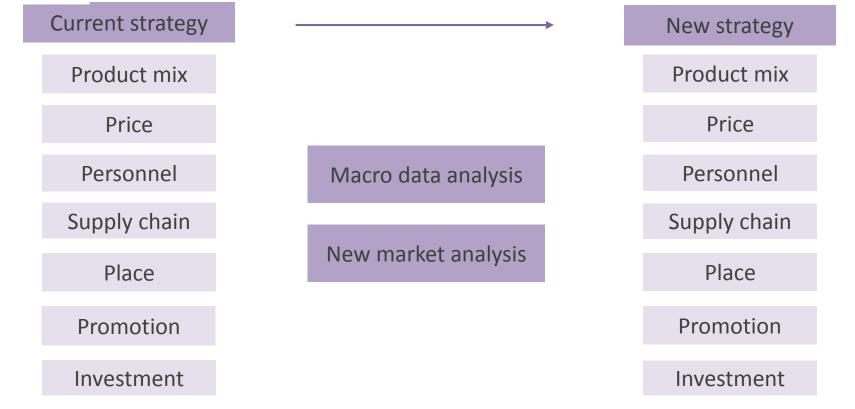
New market analysis

New strategy



Open a new store in a different region or country

Identify a potential city for a store of 10 000 sq. m. or larger



Define new strategy as you enter a different market



Sales Manager Module 5

WAS YOUR COURSE OF ACTIONS SUCCESSFUL?

WAS IT PROFITABLE? YES => WHY? NO => WHY?

WHAT CAN BE DONE TO IMPROVE THE PERFORMANCE?

Revenues - Expenses = Profit / Loss

Sales = Revenues

Proper marketing mix will ensure interest of consumers, and thus sales

Manage your expenses

While testing various ideas, you need to go as lean as possible

Profits

In order to develop your business, your activities have to be profitable



Keep an eye

Review the achieved results and keep a close eye on the changes in the market

Make decisions

Gather information, analyze it and make data based decisions

Manage the processes

As your business grows there is a constant need for optimization

Experiment

Don't be afraid to try new things and experiment



Sales result analysis

Change in consumer market

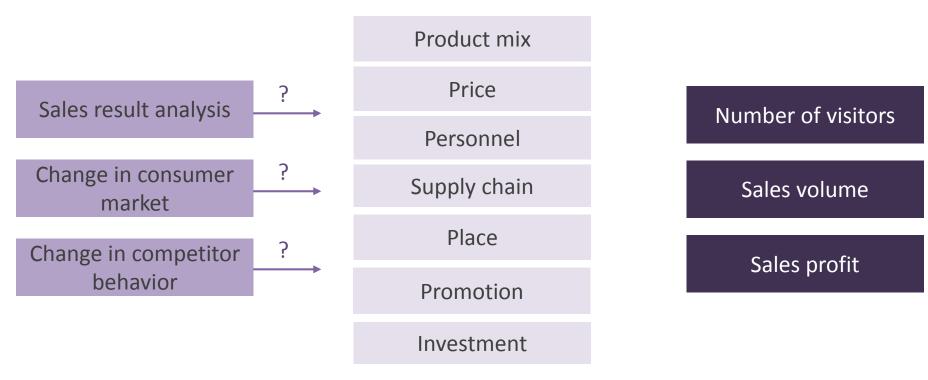
Change in competitor behavior



Develop the business in order reach maximum size of the store

Review and optimize your managerial decisions to maintain profitability and increase your market share





Optimize and improve your sales management in dynamic market



Sales Manager Module 6

WAS YOUR COURSE OF ACTIONS SUCCESSFUL?

WAS IT PROFITABLE? YES => WHY? NO => WHY?

WHAT CAN BE DONE TO IMPROVE THE PERFORMANCE?

Revenues - Expenses = Profit / Loss

Sales = Revenues

Proper marketing mix will ensure interest of consumers, and thus sales

Manage your expenses

While testing various ideas, you need to go as lean as possible

Profits

In order to develop your business, your activities have to be profitable



Keep an eye

Review the achieved results and keep a close eye on the changes in the market

Make decisions

Gather information, analyze it and make data based decisions

Manage the processes

As your business grows there is a constant need for optimization

Experiment

Don't be afraid to try new things and experiment



Analyze data

Make decisions

Apply different strategies



Expand your international retail network

Fight over market share and maintain profitability of the business



Analyze data Make decisions Apply different strategies

Product mix Price Personnel Supply chain Place Promotion Investment

Number of visitors Sales volume Sales profit

Optimize and improve your sales management