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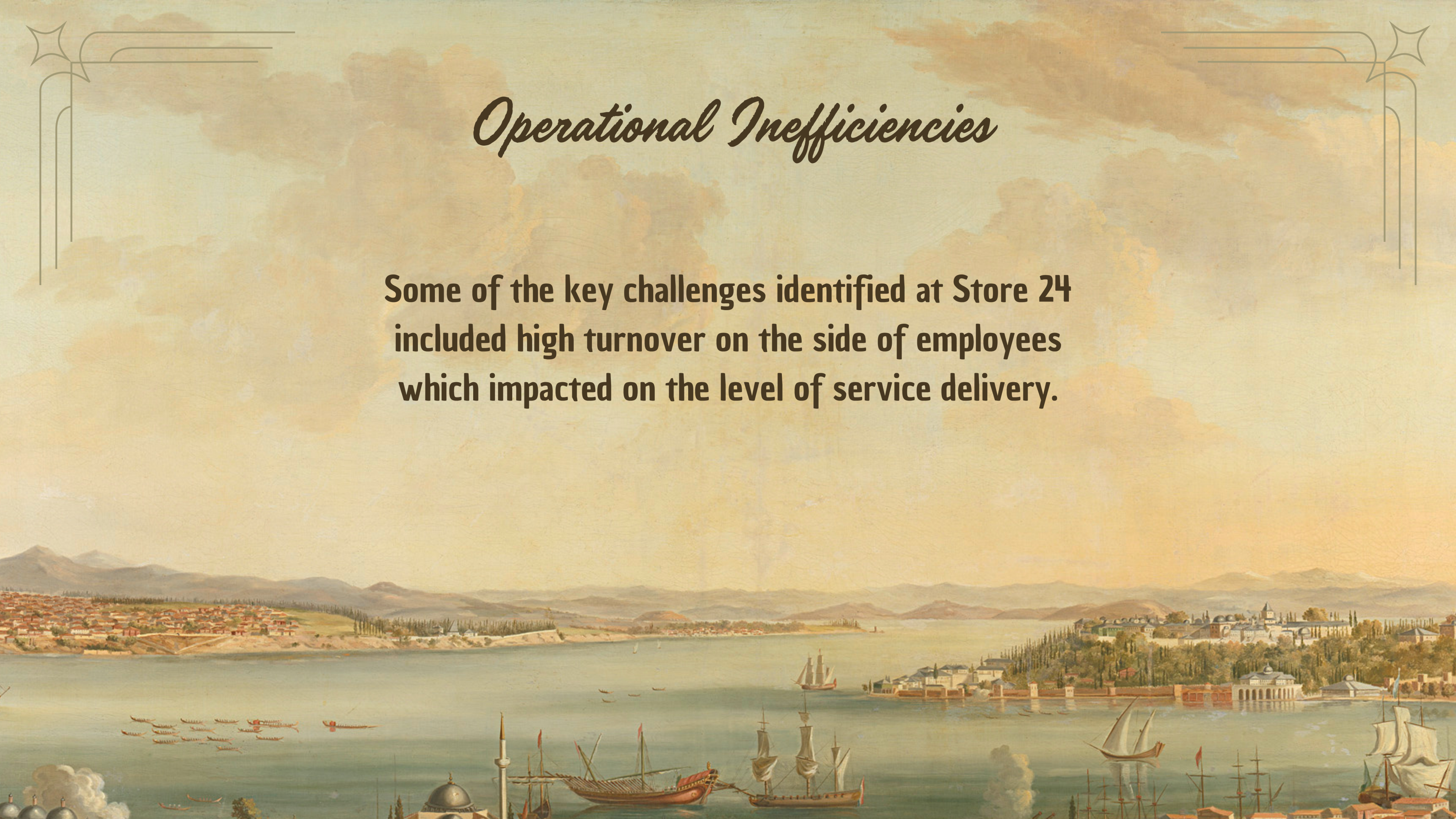
# STORE 24





# *Introduction*

**The Store 24 is a compact convenience store chain whose case analysis considers how this organisation can overcome competitive forces and enhance its profitability. Some troubles of stores has been identified as operational problems, change of customer traffic, and competitive pressure forcing Store 24 to review its business strategy.**

The background of the slide is a detailed historical painting of a coastal city, likely Constantinople, viewed from a high vantage point. The scene shows a large harbor filled with various ships, including galleys and multi-masted sailing vessels. The city's architecture, with its domes and minarets, is visible along the waterfront and on the surrounding hills. The sky is filled with soft, golden light, suggesting a sunrise or sunset. In the top corners, there are decorative flourishes consisting of thin, curved lines and star-like shapes.

# *Operational Inefficiencies*

**Some of the key challenges identified at Store 24 included high turnover on the side of employees which impacted on the level of service delivery.**

# *Employee Training*

**Such issues as improved training, progressively appropriate benefits for employees can lead to improvement in service quality and subsequently, low cases of turnover. Workforce development investment provides a standard customer touchpoint, as pointed out in the research.**



# *Conclusion*

**The Store 24 practical shows how it is crucial to have a sound operational and competitive plan to eliminate case operational issues. So, eliminating inefficiencies and IT focus, improved and increased client orientation, Store 24 can reach its sustainable and profitable growth.**





# *Resource*

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