



NIPPON

Meetings

my
store

costumer
service

my team
& inditex

product

Welcome to the brand new Nippon Meetings section.

The aim of this section is to be a helping tool when preparing your Nippon Meetings.

By clicking one of the bricks you will find a list of possible topics for the meeting. Each brick has its own topics, and each topic has a game related.

You just have to decide which topic you will talk about on today's meetings, print the template and the extra material and go ahead!



Calendar
templates



Step by
step



Send us your
contribution

ZARA

Pull and Bear

Maximo Dutti

Bershka



oysho

ZARA HOME

UTERQUE



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mystore

Last one standing

Stockroom revision

Emergency

Risk Prevention

Commitment to environment

Merma



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NIPPON

Meetings



costumer service

Role plays for 6 minimums

Importance of cds

Detecting customer needs

Special needs

Add on sales

Alterations

Fitting rooms

Objections and complaints



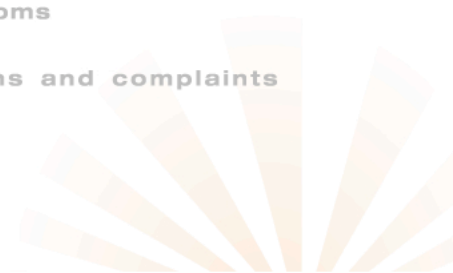
Calendar templates



Step by step



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Company values

Organization chart

Stories

Look for the difference

Active listening

Pull the rope

Ball game

Step on the paper

Newsflash



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product

Trivial product

Competitors & fashion
mag analysis

Windows

How much

Low selling items

Delivery day

New collection

Jumping/number game



iconos de los 4 tipos de juegos



juego



historia



role-play



conocimiento



my store



DELIVERY ORGANIZATION



Know all the steps in a delivery organization, to ensure efficiency.



Puzzle parts



1

Print and cut
the puzzle
parts.

2

Mix them and
give one to
each member
of your team.

3

Ask them to form a queue: the person in the front is the first step in a delivery organization, and then following the logical task order, to the last step of the process.



Message of the Day



NIPPON Meetings



DELIVERY ORGANIZATION



Puzzle parts

| | | | | | |
|--------------------|---------------|-------------------------|------------------|------------------|---------------|
| stock-room | Prepare the | Class. by model/quality | plastic bags | Take out the | Print the |
| Classify by colour | boxes | Scan the | Classify by size | correctly placed | Ensure alarms |
| store | Replenish the | Classify by family | discrepancies | Delivery note: | Organise the |
| | | | | | stock-room |



my
team
&
inditex

STEP ON THE PAPER



How to manage a situation with limited resources.



Some paper sheets, approx. One per two members of your staff.



1

Throw the
paper sheets
on the floor

2

Tell your team to
step on the papers
when you count
three

3

Take out one
or two of the
sheets. Count
to three again

Next step →



Message of the Day



my
team
&
inditex



STEP ON THE PAPER



How to manage a situation with limited resources.



Some paper sheets, approx. One per two members of your staff.



4

Take out another couple of sheets. (It gets more difficult for them to step on the papers, they have to hold each other)

5

Reflexion exercise: we normally have to work with limited resources. We have to use imagination and team work to success.

← Previous step



Message of the Day



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F A B R I C S



Product knowledge. Fabrics, garments care.



One garment from the store + the list of care symbols.



1

Ask for two or three volunteers in your team. Every one has to choose one garment from the store (from different families) and study its fabrics and internal label symbols.

2

Then they have to explain it to the rest of the team, who can make questions, of course!



Message of the Day



NIPPON
Meetings



F A B R I C S

product



Garments Care - International Symbols

| INTERNATIONAL SYMBOLS | |
|-----------------------|---------------------------------|
| | IRON UP TO 200°C/392°F |
| | IRON UP TO 150°C/302°F |
| | IRON UP TO 110°C/230°F |
| | DO NOT IRON |
| | DRYCLEAN |
| | DRYCLEAN, PERCHLOROETHYLENE |
| | DRYCLEAN, ONLY MINERAL ESSENCES |
| | DO NOT DRYCLEAN. |
| | TUMBLE DRY, LOW |

| | |
|--|---|
| | NO TUMBLE DRY |
| | HAND WASH UP TO 40°C/104°F |
| | MACHINE WASH UP TO 95°C/203°F |
| | MACHINE WASH UP TO 95°C/203°F, GENTLE CYCLE |
| | MACHINE WASH UP TO 60°C/140°F, GENTLE CYCLE |
| | MACHINE WASH UP TO 40°C/104°F, GENTLE CYCLE |
| | MACHINE WASH UP TO 40°C/104°F, GENTLE CYCLE |
| | DO NOT WASH |
| | BLEACH WHEN NEEDED |
| | DO NOT BLEACH |