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**CONSULTANT PROFILE**

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**Name** Meagan McLaren

**Position** Senior Consultant, Retail Sales & Service Training  
Retail IQ

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**Web address** www.retailiq.com.au



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**BUSINESS EXPERIENCE AND PROFILE**

**2005 – Present** Watsongate Trust  
Trading as **Retail IQ**

**Position:** Senior Consultant, Retail Sales & Service Training

**Summary:** Retail IQ is a full service retail advisory, retail education, retail recruitment and retail training firm providing the following services for clients nationally:

- Retail sales and service training
- Retail recruitment
- Development of new retail concepts
- New store feasibilities
- Site analysis and selection
- Retail business plans
- Retail policy and procedure and operation manuals
- Retail marketing strategies
- Retail merchandising plans
- Point of Sale (POS) analysis, selection and optimisation
- Design and implementation of management reporting systems
- Open to Buy inventory systems
- Supply chain management
- Product planning and specialist buyer training
- National and international expansion planning
- Business mentoring
- Facilitating monthly management meetings
- Succession and exit strategy planning

For more information, visit [www.retailiq.com.au](http://www.retailiq.com.au)

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**CONSULTANT PROFILE – MEAGAN McLAREN**

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**BUSINESS EXPERIENCE & PROFILE****2007 – Present****Retail IQ**

Position:

Consultant  
Retail Sales & Service Training

Summary:

Meagan has been involved in the fashion retail industry for over 12 years. Meagan's retail experience has instilled in her the importance of providing exceptional customer service, thus creating a strong client base in order to exceed sales targets and ultimately generate return business.

Meagan first joined leading fashion retailer Youthworks as a casual sales consultant and was progressively promoted until she achieved the senior role of Retail Sales Manager for both Youthworks and Sole Shoes. Over a period of 8 years Meagan assisted the business in expanding to 13 retail stores located throughout Adelaide and Melbourne.

With the experience of managing over 130 staff with annual sales turnover of \$22M, Meagan developed highly effective skills in sales management, human resource management, merchandising, induction, sales and service training and created and executed management workshops.

Meagan's passion lies in retail training. She is vibrant, energetic and definitely memorable. Meagan is dedicated to providing a professional yet fun team training environment that supports company culture, standards and expectations. Meagan has the patience to listen and mentor managers, whilst showing them how to identify problems, overcome objections and bring the best out of their team.

Meagan specialises in providing the following services for Retail IQ clients:

- Induction training
- Sales and Service training
- Staff development and training programs
- Sales and Staff management
- Manager mentoring and training

Meagan has the talent to get you and your team excited about service!

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**CONSULTANT PROFILE – MEAGAN MCLAREN**

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**1996 – 2004****Youthworks Group Pty Ltd**

Trading as Youthworks and Sole Shoes

Positions:

Retail Sales Manager  
Store Manager  
Assistant Store Manager  
Casual Sales Consultant  
Window dresser

Summary:

Meagan has had the opportunity to experience a number of positions within the retail sales industry. This experience has provided Meagan with the fundamental values, appreciation and clear understanding of the importance each role played within a sales team.

As Retail Sales Manager, Meagan believed that her greatest asset was her management team and to ensure they were successful, Meagan continually worked alongside them to ensure customer service was their number one priority. Monthly management workshops were conducted to support the managers, further enhancing the overall performance and providing the managers with the tools they needed to continue the growth of their sales team.

Youthworks was recognised for its dedication to retail excellence by winning the Australian Retailers Association Retailer of the Year Award in 2003.

Reporting to the CEO and Board of Directors, Meagan's core responsibilities as Retail Sales Manager at Youthworks Group included:

- Perpetuating a client service culture within all stores
- Continuing to build a strong client base
- Setting, achieving and exceeding sales budgets
- Hiring, inducting and the on-going development and career planning of retail sales staff and the retail management team
- Stock management and stock take
- POS systems support
- Staff performance, productivity improvement and human resources
- Staff appraisals
- Administration
- Shrinkage
- Visual merchandising and window display programs

For more information, visit [www.youthworks.com.au](http://www.youthworks.com.au)

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**EDUCATION AND TRAINING**

Meagan has successfully completed the following retail education and training programs:

- Enhanced Performance Professional Relationship Selling
- Enhanced Performance in the Workplace
- Enhanced Performance in Management
- Skills in becoming a Professional Facilitator
- Your Client – Your Future Training Program
- Visual Merchandising Certificate at Croydon Park TAFE

**Meagan has the talent to get you and your team excited about service! Meagan has worked with many clients to successfully build their sales and profits.**

**Call Meagan today at Retail IQ on (08) 8212 9588 for a confidential discussion.**