

Beyond customer complaints to a skilled workforce - 24 Oct 2016

[BY JESSICA TENNANT, RETAIL EDITOR \(@BIZ_RETAIL\)](#)

In a must-read for any business, Wynand Smit, CEO at INOVO writes about [slick complaint resolution tactics](#). His top tip is to implement customer satisfaction surveys to nip these in the bud before they're taken to the social media realm where they risk going viral.

Leigh Andrews also rounds out her [#BeyondRetail2016](#) conference coverage, with an overview of the final panel session. In it, Bruce Whitfield asked the day's speakers about future retail trends and how continued technological advancement and disruption is set to shake up the local retail industry.

Ryan Ravens, CEO of Accelerate Cape Town, provides further food for thought in an article titled '#FeesMustFall: Business calls for a good, hard look at [the skills the country really needs](#).' In it, he addresses the need for more artisans, as opposed to poets and politicians.

Lots to think about as the week kicks off...

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