

## Apple Retail Manual

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In an interview with the Harvard Business Review, former SVP Retail Ron Johnson talks about how "retail isn't broken, stores are" and outlines what makes Apple stand out from the crowd and how others can follow suit in the new rulebook they've created for retail. "A store has got to be much more than a place to acquire merchandise.

[The Apple Store Guide to Insanely Great Customer Service ...](#)

The term "empathy" is repeated ad nauseum in the Genius manual. It is the salesman sine qua non at the Apple Store, encouraging Geniuses to "walk a mile in someone else's shoes," assuming that mile...

[How To Be a Genius: This Is Apple's Secret Employee ...](#)

See a page from an Apple training manual. Apple's success with its stores stands out at a time when many retailers have struggled. In 2009, when retail sales declined 2.4%--the first down year in several decades, according to retail consultancy Customer Growth Partners--Apple's retail sales rose roughly 7%.

[Secrets From Apple's Genius Bar: Full Loyalty, No Negativity](#)

Apple's retail operations are on track to generate more than \$20 billion in 2012. Amazingly, Apple's stores average over \$7,000 per square foot which is more than twice the former gold-standard Tiffany & Company. It is estimated that Apple's Fifth Avenue store generates over \$35,000 per square foot making it the highest grossing retailer in New York -- ever. Apple Stores are now the ...

[The Secrets of Apple's Retail Success](#)

After reviewing Gizmodo's article on the secret manual, I found seven ways that Apple has reinvented the customer experience and, as a result, become America's most profitable retailer. Follow ...

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[iPhone - Apple \(UK\)](#)

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