

Reimagining Retail: How the employee experience informs customer experience and retail leadership examples

Audio

On today's episode, in our "Retail Me This, Retail Me That" segment, we discuss how companies can improve the employee experience to better the customer experience and ways to collect feedback. Then for "Pop-Up Rankings," we rank the top examples of retail leadership that directly impacted our customer experience and the ones that could have been improved. Join our analyst Sara Lebow as she hosts analysts Suzy Davidkhanian and Patty Soltis.



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