



Shelley Filippi

**Oxford Retail Masters
Forum
Scholarship winner 2011**

Shelley Filippi is Manager of Church Walk Shopping Centre in Caterham. She found working with other retailers at Oxford Retail Masters Forum helped develop her skills and confidence as a manager.

She said: "I was delighted to win the scholarship and hoped to gain a better understanding of retailers' needs, to apply in my current and future roles - I wasn't disappointed.

"Oxford Retail Masters Forum gave me the opportunity to learn from experts in the retail industry, who I would not normally have access to and aren't readily available in training programmes offered locally."

The Forum not only helped Shelley to perform better in her current role, but has also urged her to focus on her next career step.



"The course encouraged me to believe in myself and trust my instincts more. It also taught me to occasionally look from the 'other side of the fence' to get a fresh perspective on the business. I have already put this into practice to improve sales for the shopping centre.

"I am also connecting with more local business people to engage with local projects to benefit the community and shopping centre.

"On top of that, I really enjoyed working with other retail managers at the Forum and liked being in a team environment where ideas are exchanged and developed."