

Accreditation : This Module is a Nationally Accredited Course
Title : **BSBCCO304A – PROVIDE SALES SOLUTIONS TO CUSTOMERS**
Field Of Study : **Contact Centre Operations**

What is this course all about?

This unit applies to processing of major sales inquiries requiring complex solutions and follow up to ensure customer satisfaction.

When you have finished this course you should be able to demonstrate your ability to:

Identify customer needs- BSBCCO304A/01

- ❑ Question customers in detail to determine requirements.
- ❑ Verify and agree actual customer needs with the customer
- ❑ Access customer records in the case of an existing client.
- ❑ Technical/specialist advice is offered to the customers where such advice is considered beneficial to the closing of the sale and customer understanding and decision making.
- ❑ Identify the customer's financial limitations
- ❑ Discuss estimates and quotes with specialist staff prior to submission to customer fully.
- ❑ Prepare, present and discuss estimates/quotes with the customer, as the role permits.
- ❑ Explain the benefits of the various options fully.
- ❑ Explain pricing structures to the customer fully.
- ❑ Give customers the opportunity to question options/quotes provided.
- ❑ Promote the advantages of dealing with the enterprise
- ❑ Manage customer objections effectively by promotion of specific benefits

Close Sales- BSBCCO304A/02

- ❑ Agree on the product/service to be purchased with the customer.
- ❑ Establish the customer's preferred purchase arrangements clearly.
- ❑ Finalise documentation relating to sale and forwarded to customer for agreement and signature
- ❑ Negotiate and arrange the method of payment with the customer.
- ❑ Conduct appropriate credit checks.
- ❑ Record delivery/installation arrangements as agreed with the customer

- ❑ Comply with relevant legislation, codes, regulations and standards during the contact and sale

Input sales records- BSBCCO304A/03

- ❑ Record details of sale fully
- ❑ Amend existing customer records where appropriate
- ❑ Initiate invoices in accordance with enterprise policy
- ❑ Organise delivery/installation in accordance with enterprise policy

Provide sales support where required- BSBCCO304A/04

- ❑ Verify of customer satisfaction after delivery/installation
- ❑ Identify additional action to satisfy customer need
- ❑ Initiate action in an efficient and timely manner

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales Staff
- ❑ Customer Service Staff

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Identification and verification of customer needs
- ❑ Obtaining of specialist advice to the advantage of enterprise in meeting customer needs
- ❑ Matching of product/service to customer need and full presentation of available options
- ❑ Accurate provision of estimates/quotes
- ❑ Benefits of products/service are fully explained to the customer
- ❑ Promotion of enterprise in dealings with the customer
- ❑ Pricing structures relating to product/service offered are clearly explained and understood by the customer.
- ❑ Negotiation of payment and financing arrangements with the customer
- ❑ Accurate recording of sales, payment and delivery arrangements
- ❑ Selling Skills
- ❑ Sales Principles
- ❑ Achievement of customer satisfaction
- ❑ Advanced Customer Service Skills

- ❑ Listening Skills
- ❑ Interpersonal Skills
- ❑ Negotiation Skills
- ❑ Problem Solving Skills
- ❑ Selling Skills
- ❑ Sales Principles
- ❑ Marketing Principles and Practice
- ❑ Estimate/Quoting Procedures
- ❑ Enterprise Protocols Associated with Customer Service
- ❑ Pricing Policies

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Privacy Act;
- ❑ Trade Practices Act;
- ❑ EEO and Anti Discrimination Legislation;
- ❑ Telecommunications Act;
- ❑ Occupational Health and Safety Legislation;
- ❑ Freedom of Information;
- ❑ Consumer Credit Code;

What Recognition will you achieve?

Where a demonstrated competency has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II to IV level.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-698 or simply visit our website on www.matrixtraininggroup.com/downloads.php in order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support