

Accreditation : This Module is a Nationally Accredited Course
Title : **BSBSLS405A – SUPPORT POST-SALE ACTIVITIES**
Field Of Study : **Sales**

What is this course all about?

This unit involves the skills and knowledge required to attend to post sale activities that build and strengthen the partnership between a sales person and the client, and enhance the prospect of future sales.

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

Process order– BSBSLS405A/01

- ❑ Record client order details in accordance with organizational policies and procedures
- ❑ Forward order for product to the relevant section of the organization
- ❑ Monitor the processing of the order

Deliver support to agreed expectations – BSBSLS405A/02

- ❑ Provide technical assistance and/or advice in relation to the product purchased
- ❑ Handle defective returns in accordance with organizational requirements
- ❑ Provide information to facilitate product repair, support or servicing
- ❑ Provide liaison services to assist clients to access appropriate after-sales support

Handle client feedback – BSBSLS405A/03

- ❑ Clarify and confirm feedback with clients
- ❑ Determine client's needs and requirements
- ❑ Identify and evaluate possible responses to client feedback
- ❑ Respond to client needs and requirements in accordance with organizational policies and procedures
- ❑ Make contact with client to ensure the response is satisfactory

Strengthen client relationships – BSBSLS405A/04

- ❑ Ensure contact is made with the buyer post-sale to ensure agreed expectations have been met
- ❑ Use feedback solicitation methods on the sales process and product satisfaction
- ❑ Identify, address and resolve service problems and difficulties identified through feedback

Offer additional benefits to clients – BSBSLS405A/05

- ❑ Develop and implement client loyalty strategies to secure buyer loyalty and to facilitate ongoing contact
- ❑ Contact buyer regularly post-sale at an appropriate level to maintain relationship and to identify new sales and cross-selling opportunities
- ❑ Offer additional sales solutions and benefits to clients when opportunities arise

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

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Front line employees

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

- ❑ Communication skills to determine client needs and preferences
- ❑ Data management skills to keep client sales records
- ❑ Interpersonal skills to establish effective working relationships with business units within an organization
- ❑ Literacy skills to write sales reports
- ❑ Negotiation and conflict resolution skills to address client concerns and to handle client dissatisfaction
- ❑ Organisational and time management skills to schedule follow-up contacts
- ❑ Problem-solving skills to address and resolve service difficulties
- ❑ Detailed product knowledge which enables ongoing advice and support to clients
- ❑ Organisational policies and procedures relating to orders and client services
- ❑ Identification and overview knowledge of key provisions of relevant legislation from all levels of government that affects business operations, codes of practice and national standards, such as:
 - ❑ Government that affects business operations, codes of practice and national standards, such as:
 - Anti-discrimination
 - Ethical principles
 - Consumer protection
 - Contract law
 - Privacy laws
 - Trade practices act

- Strategies to manage client accounts , to build client goodwill and to develop client loyalty

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 plus.

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) 9482-6988 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.