

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRSS12B – RECOMMEND & SELL BOOKS AND ADVISE ON READER SERVICES**

Field Of Study : **SALES & CUSTOMER SERVICE**

What is this course all about?

This unit builds on unit WRRS2B Advise on products and services. It involves the application of product knowledge to advise customers and other sales staff in regard to comparisons between books, new releases, bestsellers, technical and specialised publications, location of specified titles and the range of reader services provided by the store.

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

Research store book range - WRRSS12B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Products correctly identified according to product information.
- ❑ Knowledge of the location of books in the store range accurately demonstrated.
- ❑ Operation of store inventory system accurately demonstrated
- ❑ Knowledge of relevant legislative requirements accurately demonstrated;
- ❑ Knowledge of procedures for book recall and withdrawal from public sale accurately demonstrated.

Recommend books - WRRSS12B/02

- ❑ Customers needs accurately identified.
- ❑ Products correctly identified according to customer requirements and product information to create a buying environment.
- ❑ Detailed specialised knowledge of product applied to assist customers buying decisions.

Advise on reader services - WRRSS12B/03

- ❑ Information on reader services accurately conveyed to customers.

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

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales and/or Customer Service Staff
- ❑ Administration / Operations

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

- ❑ Continually updates and applies product knowledge to provide comprehensive advice to customers and staff, including technical skills in accessing information.
- ❑ Consistently applies store policies and procedures and industry codes of practice in regard to sales/customer service procedures.
- ❑ Advises customers and informs sales team members of type and features of store range of book and reader services, including genre, theme, purpose and content/age suitability.
- ❑ Advises on stock availability and demonstrates accurate accessing of store inventory system to locate books for customers.
- ❑ Demonstrates correct negotiation and administration with regard to customer reader services in accordance with store policy and procedures.
- ❑ Store policies and procedures, in regard to:-
 - ❑ Sales/customer service.
 - ❑ Methods of dealing with special needs/requests of customers.
 - ❑ Customer complaints.
 - ❑ withdrawing books from public sale.
- ❑ Types and features of store range of books and reader services
- ❑ Types of reader services, including incentive schemes, book clubs and location of unusual titles
- ❑ Store range of books and reader services, service and repair capabilities

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

- ❑ Relevant legislation and statutory requirements.
- ❑ Relevant industry codes of practice;
- ❑ Relevant occupational health and safety legislation/regulations/codes of practice;
- ❑ consumer law;
- ❑ licensing, patent and copyright law
- ❑ censorship and customs regulations
- ❑ sale of X and R rated products
- ❑ sale of second hand Goods and Services Tax (GST) industry codes of practice

What Recognition will you achieve?

Where demonstrated competencies 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. A certificate will be issued upon successful completion of this module.

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.

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) 9854-6124 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.