

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRSS19B – RECOMMEND MUSIC / AUDIO PRODUCTS & 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 knowledge of the store product and services range to provide advice to customers and other sales staff, with regard to the design features, technical characteristics, warranties and prices. It also includes the provision of information on store music/audio services and repairs.

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

Research store music/audio product range - WRRSS19B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Products correctly identified according to product information.
- ❑ Knowledge and application of manufacturers' technical information and application of product range developed.
- ❑ Operation of store products accurately demonstrated according to store policy

Recommend music/audio equipment - WRRSS19B/02

- ❑ Customer needs identified through use of appropriate questioning techniques.
- ❑ Technical features and benefits from manufacturers' specifications accurately conveyed to customers to assist buying decisions.
- ❑ Operation of music/audio equipment demonstrated or explained to customers in a systematic manner as required to create a buying environment according to legislative requirements

Advise on product warranties - WRRSS19B/03

- ❑ Comparisons between product/manufacturers' warranties clearly explained to customers.
- ❑ Individual product warranty terms and conditions confirmed by accessing relevant sources of information and accurately conveyed to customers.
- ❑ Customer provided with written information regarding individual product warranty terms and conditions, especially extended or promotional warranties according to store policies and procedures;

Negotiate price and payment options - WRRSS19B/04

- ❑ Store recommended retail pricing for various brand options accurately conveyed to customers according to legislative requirements;
- ❑ Individual product prices negotiated where necessary according to store policy to achieve a sale.
- ❑ Store payment options accurately conveyed to customers and a preferred option negotiated following store procedures;

Advise on and arrange music/audio services and repairs - WRRSS19B/05

- ❑ Customer advised on store range of music/audio services and repairs according to store policy and procedures;
- ❑ Customer questioned to determine nature of problem.
- ❑ Problem diagnosed in terms of faults by accessing manufacturer or store information;
- ❑ Solutions offered according to nature of problem, available product information, and store policy;
- ❑ Service/repair process identified and accurately described to customer as required according to store and manufacturer's policy;
- ❑ Price and timelines for basic service/repairs identified and quoted to customer where applicable;
- ❑ Customer details identified accurately, recorded on repair forms and item for repair labeled and securely stored according to store procedures and legislative requirements;
- ❑ Customer notified without undue delay on arrival/completion of service/repair.

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 -

- ❑ Consistently applies store policies and procedures, legal requirements including consumer law, and industry codes of practice in regard to sales and customer service procedures.
- ❑ Consistently updates and applies product knowledge to provide comprehensive advice to customers and staff, including technical information in regard to quality, design features, benefits and operation/performance characteristics of store range of music/audio equipment and services.
- ❑ Consistently advises customers and staff on stock availability, warranties, and price/payment options.
- ❑ Consistently applies problem-solving strategies to assist customers with equipment faults.
- ❑ Consistently advises on, negotiates and arranges music/audio equipment product services and repairs 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.
- ❑ Manufacturers' technical information.
- ❑ Music/audio equipment accessories
- ❑ Store and manufacturers' music/audio repair services;
- ❑ Using and applying technology relating to operating/demonstrating store range of music/audio equipment
- ❑ Interpersonal communication skills;

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

- ❑ Consumer law.
- ❑ Trade Practices and Fair Trading Acts;
- ❑ Censorship and copyright laws;
- ❑ Occupational health and safety;
- ❑ Sale of second hand goods;
- ❑ Sale of second hand goods;
- ❑ Pricing procedures including Goods and Services Tax (GST) requirements;
- ❑ 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.