

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRFS4B – RECOMMEND LIQUOR PRODUCTS**

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

What is this course all about?

This unit builds on WRRS2B Advise on Products and Services. It involves researching store liquor range, providing advice to customers and other sales staff on a range of liquor products, their characteristics, storage, and serving. It also includes the application of current legislation governing the sale of liquor.

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

Research store liquor range - WRRFS4B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Store liquor range accurately identified.

Recommend liquor products - WRRFS4B/02

- ❑ Product knowledge applied to advise customers and other staff on available liquor products.
- ❑ Wine information accurately conveyed to customers.
- ❑ Customers advised regarding available range of beers, their shelf life and alcohol content;
- ❑ Spirits, liqueurs and mixers correctly identified according to product information to assist customers purchase decisions;
- ❑ House brands specials and new lines are promoted to customers according to store policy;
- ❑ Special occasion catering promoted, quoted on and arranged for customers on request;

Adhere to liquor licensing requirements - WRRFS4B/03

- ❑ Proof of age requested and service refused if applicable.
- ❑ Intoxicated customers identified and service refused according to store policy and legislative requirements.
- ❑ Store trading hours observed and records of purchases maintained in accordance with liquor licensing requirements and store policy;

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 -

- ❑ Interpersonal communication skills
- ❑ Handling customers with special needs, including difficult or abusive, intoxicated and underage customers
- ❑ Continually updates and applies product knowledge about current store liquor products contained in store manuals and manufacturers product labels to provide comprehensive advice to customers and staff.;
- ❑ Consistently applies store policies and procedures and industry codes of practice in regard to sales/customer service procedures and store trading hours;
- ❑ Understands and applies store policies and procedures and consumer law and liquor licensing requirements, including record keeping.;
- ❑ Advises customers and informs sales team members of major characteristics of store range of liquor products, including style, type, fermentation method, regional vintages/characteristics, basic production methods and storage requirements.;
- ❑ Advises customers on store liquor services available to customers, including home delivery;

Store policies and procedures, in regard to:

- ❑ sales/customer service.
- ❑ methods of dealing with special needs/requests of customers.
- ❑ customer complaints
- ❑ Store liquor product range, including specials, house lines, new lines and seasonal promotions
- ❑ Store product / services

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

- ❑ Consumer law.
- ❑ Liquor licensing requirements;
- ❑ Proof of age;
- ❑ Store trading hours;
- ❑ Relevant industry codes of practice;
- ❑ Relevant occupational health and safety legislation/regulations/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