

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRSS4B – RECOMMEND ELECTRICAL PRODUCTS & SERVICE**

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 electrical products range to provide accurate advice to customers and other sales staff on quality, design features, technical information, product warranties, stock availability and price.

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

Research store product range - WRRSS4B/01

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

Recommend electrical products - WRRSS4B/02

- ❑ Customer needs accurately identified.
- ❑ Technical features and benefits from manufacturer's specifications accurately conveyed to customers to assist buying decisions.
- ❑ Operation of electrical products demonstrated or explained to customers in a systematic manner as required to create a buying environment.;

Advise on electrical product warranties - WRRSS4B/03

- ❑ Comparisons between product/manufacturers warranty terms clearly explained to customer.
- ❑ 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 - WRRSS4B/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 sales
- ❑ Store payment options accurately conveyed to customers and a preferred option negotiated following store procedures

Advise on and arrange product service and repair - WRRSS4B/05

- ❑ Customer questioned to determine nature of problem.
- ❑ Problem diagnosed in terms of operator/equipment faults by accessing manufacturer's 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 policy.
- ❑ Price and timelines for basic service/repairs identified and quoted to customer where applicable.
- ❑ Customer details identified and accurately transcribed to repair form, according to store procedures and legal requirements.
- ❑ Item for repair labelled and securely stored according to store policy.
- ❑ 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 -

- ❑ Continually updates and applies product knowledge, including technical information and product operation to provide comprehensive advice to customers and staff.
- ❑ Understands and applies available product information when providing advice to customers.
- ❑ 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 store electrical products and services, including whitegoods, brown goods - audio visual, appliances and small office/home office products;
- ❑ Advises customers and sales team on store product range warranties and store pricing and payment options;
- ❑ Advises on, prepares and arranges electrical product service 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
- ❑ store pricing and payment and warranty terms and conditions
- ❑ store product service and repair policies and procedures
- ❑ Store electrical product range;
- ❑ Design and technical information/features and function/operation of store product range;
- ❑ Quality, energy efficiency and environmental considerations of products;
- ❑ Interpersonal communication skills
- ❑ Handling customers with special needs, including difficult or abusive customers;
- ❑ Negotiation skills;
- ❑ Advising/negotiating price and payment options
- ❑ Using and applying technology required to demonstrate operation of store product range

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

- ❑ Consumer law.
- ❑ Occupational health and safety;
- ❑ Trade Practices and Fair Trading Acts;
- ❑ Pricing procedures including Goods and Services Tax (GST) requirements;
- ❑ Transport, storage and handling of goods;
- ❑ Industry codes of practice
- ❑ environmental protection

- sale of second hand goods

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