

Accreditation : This Module is a Nationally Accredited Course
Title : **WRRSS5B – RECOMMEND FURNITURE PRODUCTS**
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 furniture product range to provide advice to customers and other sales staff with regard to design features, fabrics and other materials, product warranties, stock availability and price.

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

Research store furniture product range - WRRSS5B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Store furniture range is accurately identified according to product information.

Recommend furniture products - WRRSS5B/02

- ❑ Furniture products correctly identified according to customers needs and lifestyle to assist buying decisions.
- ❑ Features and benefits of products demonstrated to customers to create a buying environment according to legislative requirements.
- ❑ Upholstery fabric options demonstrated to customers and quantities estimated according to manufacturer's specifications;
- ❑ Furniture care specifications checked on manufacturers labels and conveyed to customers
- ❑ Customers advised on availability of goods for supply according to stocks held and manufacturer/supplier advice.

Advise on furniture product warranties - WRRSS5B/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 customer..
- ❑ 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 payment options - WRRSS5B/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 services - WRRSS5B/05

- ❑ Product services such as upholstery and finishing organised in line with customer requirements.
- ❑ Delivery organised in line with availability, customer requirements and legislative requirements.

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
- ❑ 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 furniture products, including design features, manufacturing processes, fabrics, finishes and materials;
- ❑ Advises on stock availability, warranties and price/payment options;

Store policies and procedures, in regard to:

- ❑ Sales/customer service.
- ❑ Methods of dealing with special needs/requests of customers.
- ❑ Customer complaints
- ❑ Store product services and processes
- ❑ Manufacturer's information, including construction, framing and suspension methods, upholstery and fabric types
- ❑ Ergonomics;
- ❑ Special features of beds, mattresses and bases;
- ❑ Care and maintenance of store product range;
- ❑ Store product range availability;
- ❑ Payment options and warranty information;
- ❑ Interpersonal communication skills
- ❑ Handling customers with special needs, including difficult or abusive customers;
- ❑ Negotiation skills;
- ❑ Advising/negotiating price and payment options

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

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