

**Accreditation** : This Module is a Nationally Accredited Course

**Title** : **WRRSS6B – RECOMMEND FLOOR COVERING 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 floor covering products range to provide accurate advice to customers and other sales staff with regard to quality, design features, technical data, product warranties, quantities required, stock availability, floor laying services and price.

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

#### Research store product range - WRRSS6B/01

- ❑ Product knowledge developed by accessing relevant sources of information..
- ❑ Floor covering products correctly identified according to relevant product information.
- ❑ Knowledge of Australian Carpet Classification Scheme demonstrated;

#### Recommend floor covering products and services - WRRSS6B/02

- ❑ Customer requirements accurately identified and evaluated to provide advice on product suitability to assist buying decisions.
- ❑ Accurate advice provided to meet customer requirements and to create a buying environment according to legislative requirements..
- ❑ Suitability of base surface and preparation requirements for selected product determined as per manufacturer's specifications and conveyed to customer;
- ❑ Potential problem areas identified and appropriate solutions suggested to customers in line with manufacturer's product installation specifications and store policy
- ❑ Customers provided with advice on specific care and maintenance of new floor surfaces.

### Advise on floor covering product warranties - WRRSS6B/03

- ❑ Comparisons between product/manufacture's warranty terms clearly explained to customer.
- ❑ Individual product warranty terms and conditions confirmed by consulting relevant sources of information and accurately conveyed to customers..
- ❑ Customer provided with a written information regarding manufacturer's terms and warranty for product/s purchased according to store policies and procedures;

### Negotiate price and payment options - WRRSS6B/05

- ❑ 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 floor covering laying service - WRRSS6B/06

- ❑ Supply and laying organised in line with availability, customer requirements, and legislative requirements.
- ❑ Follow up action taken as necessary to ensure customer satisfaction.

### 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 store range of floor covering products, their features and benefits, including the Australian Carpet Classification Scheme (ACCS) where applicable;

- ❑ Accurately calculates/estimates required quantities of floor covering materials against a floor plan;
- ❑ Successfully negotiates and administers price and payment options with customers as part of store policy.;
- ❑ Successfully negotiates and arranges supply and laying of floor coverings;

Store policies and procedures, in regard to:

- ❑ Sales/customer service.
- ❑ Methods of dealing with special needs/requests of customers.
- ❑ Customer complaints
- ❑ Quotations, price negotiations and payment options
- ❑ Store floor covering product range, including carpet, vinyl, cork, timber/parquetry, ceramic and sisal/coir products
- ❑ Floor covering characteristics and their application to store product range;
- ❑ Surface treatments, including oil finishes, chemical/synthetic coatings, cleaning products;
- ❑ Methods of measuring and estimating floor covering product requirements;
- ❑ Requirements and methods of supplying and laying floor coverings Requirements and methods of supplying and laying floor coverings;
- ❑ Pattern matching;
- ❑ Colour coordination;
- ❑ Interpersonal communication skills
- ❑ Handling customers with special needs, including difficult or abusive customers;
- ❑ Negotiation skills;
- ❑ Techniques/procedures for measuring floor surface areas;
- ❑ Estimating from architects or builders plans;
- ❑ Drawing floor covering laying plans, including scaling techniques;
- ❑ 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
- ❑ Environmental protection;
- ❑ Hazardous substances and dangerous goods;
- ❑ Provision of quotations;
- ❑ Protective/safety clothing and equipment

- The Australian Carpet Classification Scheme (ACCS)

### 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](http://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](http://www.matrixtraininggroup.com)
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support