

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRSS7B – RECOMMEND HARDWARE 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 hardware product knowledge to provide advice to customers and other sales staff with regard to design, technical features and uses of products, small machinery and equipment, home handyman advice, complementary products, prices and warranties

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

Research store product range - WRRSS7B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Products correctly identified according to relevant product information.
- ❑ Operation of store products, machinery and equipment safely and accurately demonstrated according to store policy and legislative requirements;
- ❑ Knowledge of measurement systems used in hardware product range accurately demonstrated

Recommend hardware products, machinery and equipment - WRRSS7B/02

- ❑ Customers' needs accurately identified.
- ❑ Detailed manufacturer's product specifications provided, when applicable, and explained to customers to assist buying decisions according to legislative requirements.
- ❑ Features and benefits of products demonstrated to customers to create a buying environment;

Estimate hardware quantities - WRRSS7B/03

- ❑ Quantities of hardware products required accurately estimated from measurements/information provided by customer according to product requirements and store procedures.
- ❑ Measuring tools accurately applied using imperial or metric measures relevant to specific products.
- ❑ Customer provided with accurate quotation for quantities estimated;

Advise on hardware product warranties - WRRSS7B/04

- ❑ Comparisons between product/manufacture's warranty terms clearly explained to customer.
- ❑ Individual product warranty terms and conditions confirmed from 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 and payment options- WRRSS7B/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 product services and repairs - WRRSS7B/06

- ❑ Customer questioned to determine nature of problem..
- ❑ Problem diagnosed by accessing manufacturer's information.
- ❑ Solutions offered according to nature of problem, available product information and store policy;
- ❑ Price and timeline for basic service/repairs identified and quoted to customer where applicable;
- ❑ Customer details identified and accurately transcribed to repair form, according to store policy and legal requirements;
- ❑ Item for repair labeled 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 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
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- ❑ Advises customers and informs sales team members of store range of hardware products, their features and benefits, performance, complementary products, product availability and warranties;
- ❑ Advises customers and sales team members on safe operation, storage and use of hardware products, including power tools, fertilisers and pesticides.;
- ❑ Accurately estimates and quotes on quantities of hardware product required, according to information supplied by customer, product specifications and store policy/procedures;
- ❑ Successfully negotiates and administers price and payment options with customers as per store policy and procedures
- ❑ Successfully negotiates and arranges hardware products services/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
- ❑ price negotiation and payment options
- ❑ Store hardware product range
- ❑ Store product services and repair;
- ❑ Interpersonal communication skills
- ❑ Handling customers with special needs, including difficult or abusive customers;
- ❑ Negotiation skills;
- ❑ Estimating quantities of hardware product, using imperial or metric measuring tools;
- ❑ 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;
- ❑ Hazardous substances and dangerous goods;
- ❑ Provision of quotations;
- ❑ Protective/safety clothing and equipment

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