

Accreditation : This Module is a Nationally Accredited Course

Title : **WRRSS18B - RECOMMEND FURNISHINGS/FABRICS/MANCHESTER/HABERDASHERY 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 furnishings/fabrics/manchester/haberdashery product 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, services and price.

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

Research store product range - WRRSS18B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Products correctly identified according to relevant product information.

Recommend soft furnishings/ manchester/ haberdashery products and services - WRRSS18B/02

- ❑ Customer's requirements and existing products/materials accurately identified and evaluated to provide advice on product suitability to assist buying decisions.
- ❑ Advice accurately provided on product specifications to meet customer's requirements and to create a buying environment according to legislative requirements;
- ❑ Suitability of products/materials determined according to customer requirements and manufacturer specifications, and information accurately conveyed to customer;
- ❑ Potential problem areas identified and appropriate solutions suggested to customer in line with manufacturer product specifications and store policy.
- ❑ Customers accurately provided with advice on specific care and maintenance of products.
- ❑ Sales opportunities maximised by use of add on and complementary sales techniques.

Estimate quantities and order product - WRRSS18B/03

- ❑ Quantities required including pattern matching, accurately estimated from measurements taken from plan provided.
- ❑ Product accurately measured according to product requirements and store procedures.
- ❑ Customer provided with accurate quotation for quantities estimated;
- ❑ Product ordered and supply and installation of soft furnishings arranged, where required, in line with product availability and customer requirements according to store procedures;
- ❑ Customer provided with accurate information in regard to delivery and installation procedures as required, including date and time of delivery;
- ❑ Follow up action taken as necessary to ensure customer satisfaction;
- ❑ Customer notified promptly of any undue delays regarding the completion/supply/installation of products.

Advise on product warranties - WRRSS18B/04

- ❑ Comparisons between product/manufacture warranty terms clearly explained to customer.
- ❑ Individual product warranty terms and conditions confirmed by consulting relevant information and accurately conveyed to customers according to legislative requirements
- ❑ Customers provided with written information regarding manufacturer's terms and warranty conditions according to legislative requirements and store policies and procedures.

Calculate price and payment options - WRRSS18B/05

- ❑ Store recommended retail pricing for various brand options accurately calculated, conveyed to customers and payment/credit options offered according to legislative requirements and store policy.
- ❑ Individual product prices negotiated where necessary according to pricing determinants and store policy to achieve sales

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.
- ❑ Consistently applies industry codes of practice, relevant legislation and statutory requirements in regard to selling products and services;
- ❑ Consistently advises customers and informs sales team members of store range of soft furnishings/fabrics/manchester/haberdashery products, their features and benefits.
- ❑ Consistently and accurately calculates/estimates required quantities of soft furnishings/fabrics/manchester/haberdashery materials against a plan;
- ❑ Consistently and successfully negotiates and administers price and payment options with customers as part of store policy;
- ❑ Consistently and successfully negotiates, orders and arranges supply and installation of soft furnishings within agreed timelines and providing follow up service

Store policies and procedures, in regard to:

- ❑ Sales/customer service, up-selling, on-selling.
 - ❑ Quotations, price negotiations and payment options, ordering product and arranging supply and installation of soft furnishings within agreed time lines.
 - ❑ Store soft furnishings/fabrics/manchester/haberdashery product range
 - ❑ Soft furnishings/fabrics/manchester/haberdashery characteristics and their application to store product range
 - ❑ Surface treatments, including oil finishes, chemical/synthetic coatings
 - ❑ Methods of measuring and estimating soft furnishings/fabrics/manchester/haberdashery product requirements;
 - ❑ Pattern matching;
 - ❑ Colour coordination and design principles
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- ❑ Interpersonal communication skills
 - ❑ Methods of dealing with special needs/requests of customers, including difficult or abusive customers and customer complaints;
 - ❑ Negotiation skills;
 - ❑ Advising/negotiating price and payment options
 - ❑ Techniques/procedures for measuring surface areas
 - ❑ Estimating from architects or builders plans

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

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