

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

**Title** : **WRRFS1B – ADVISE ON FOOD PRODUCTS & SERVICES**

**Field Of Study** : **SELLING & CUSTOMER SERVICE**

### What is this course all about?

This unit encompasses the competencies required to develop product knowledge and provide advice to customers with regard to fresh food and food products, including convenience foods. It may involve the application of product knowledge in defined areas of food retailing or a more general category according to store requirements.

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

#### Identify product range and develop product knowledge – WRRFS1B/01

- ❑ Product knowledge developed by accessing relevant sources of information.
- ❑ Store food product range accurately identified.

#### Recommend food products – WRRFS1B/02

- ❑ Product knowledge applied to advise customers on relevant product information.
- ❑ Product information provided for customers on request.
- ❑ Complimentary products, specials, new lines, seasonal promotions recommended to customers.

#### Advise on food services – WRRFS1B/03

- ❑ Store food services promoted, quoted on and arranged for customers on request.

### Some examples of individuals that will benefit from these courses are: -

- ❑ Managers /Supervisors / Team leaders
- ❑ Sales / Customer Services Staff / Operations Staff

You will have better skills & knowledge and familiarise yourself more in the following areas –

*Competency in this unit requires evidence that, you the candidate: -*

- ❑ Consistently applies store policies and procedures which comply with consumer law and legislative requirements regarding the sale of food items.
- ❑ Consistently applies product information contained in store manuals and manufacturers product labels when providing advice to customers;
- ❑ Consistently applies store policies and procedures and industry codes of practice in regard to customer service and selling products and services;
- ❑ Develops, maintains and conveys product knowledge to other staff as required;
- ❑ Applies detailed and specialised product knowledge to provide accurate advice according to the needs of the customer;

Operates, maintains and stores a range of electronic ticketing equipment according to:

- ❑ store policy and procedures
- ❑ industry codes of practice;
- ❑ manufacturers' instructions and design specifications

Store policies and procedures, in regard to:

- ❑ the sale of food items;
- ❑ quality policy to customers and suppliers;
- ❑ allocated duties and responsibilities;
- ❑ Current food services available to customers;

Skills in:

- ❑ specialised products;
- ❑ corresponding benefits of various products;
- ❑ shelf life, use-by date
- ❑ storage requirements.
- ❑ ingredients on materials contained in product
- ❑ features and use of products;
- ❑ corresponding or complementary products and services;
- ❑ stock availability;
- ❑ Ordering procedures;
- ❑ Store/industry manuals and documentation (paper based or computerised);
- ❑ Ability to interpret store/industry manuals and documentation (paper based or computerised)
- ❑ Stock, merchandise and service range;
- ❑ Procedures for taking customer orders;
- ❑ Ability to use a range of communication/electronic equipment.

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

- ❑ Relevant occupational health and safety legislation/regulations/codes of practice
- ❑ Trade Practices and Fair Trading Acts;
- ❑ Relevant industry codes of practice
- ❑ pricing procedures including Goods and Services Tax (GST) requirements;
- ❑ manual handling;
- ❑ waste disposal;
- ❑ environmental protection;
- ❑ industry codes of practice;
- ❑ food safety regulations;
- ❑ health and hygiene
- ❑ transport, storage and handling of goods

What Recognition will you achieve?

Where demonstrated competencies have 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.