

Accreditation : This Module is a Nationally Accredited Course
Title : **WRRS3B – CO-ORDINATE SALES PERFORMANCE**
Field Of Study : **SALES & CUSTOMER SERVICE**

What is this course all about?

This unit encompasses the competencies required to implement sales policies and procedures in regard to sales transactions. Selling may include face to face, telephone and/or internet. It also involves monitoring and providing feedback on the achievement of sales targets.

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

Implement sales policies and procedures – WRRS3B/01

- ❑ Store policies and procedures and relevant legislation in regard to selling implemented and monitored.
- ❑ Store policies and procedures implemented and monitored in regard to sales transactions.
- ❑ Team monitored to ensure information is entered into point of sale equipment accurately.
- ❑ Team monitored to ensure goods are moved through point of sale area efficiently and safely.
- ❑ Team monitored to ensure that products and services are matched to customer needs.

Monitor achievement of sales targets – WRRS3B/02

- ❑ Individual and department sales targets monitored and recorded according to store policy.
- ❑ Store sales results monitored and recorded in line with sales targets and according to store policy.
- ❑ Feedback provided to management and staff on sales performance in relation to sales targets and planning.

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

- ❑ Managers /Supervisors / Team leaders
- ❑ Sales / Customer Services / Operations Staff
- ❑ Customer Services 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 and industry codes of practice in regard to customer service and selling products and services.
- ❑ Implements and monitors store policies and procedures in relation to sales transactions, including non cash sales and variations to standard sales transactions;
- ❑ Monitors and provides feedback to management and staff on sales performance in relation to sales targets and planning;

Store policies and procedures, in regard to:

- ❑ external and internal customer contact;
- ❑ selling products and services;
- ❑ allocated duties and responsibilities;
- ❑ Store merchandise and services;
- ❑ Customer profile;
- ❑ Location of store departments;
- ❑ Store/department sales targets;
- ❑ Factors that enhance sales performance;
- ❑ Importance of sales to store performance;
- ❑ Stock control procedures;
- ❑ Principles and techniques of interpersonal communication

Skills in:-

- ❑ Interpersonal communication skills including:
 - ❑ giving feedback;
 - ❑ coaching;
 - ❑ performance analysis;
 - ❑ questioning/listening/observation.
 - ❑ group presentation.
 - ❑ team motivation./ team leadership.
 - ❑ negotiation.
 - ❑ verbal and non verbal communication.
- ❑ margins
- ❑ mark downs/mark ups
- ❑ gross profit
- ❑ basic budgeting against sales and costs

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

- ❑ Trade Practices Act.
- ❑ tobacco laws;
- ❑ liquor laws;
- ❑ sale of second hand goods;
- ❑ occupational health and safety;
- ❑ industry codes of practice;
- ❑ Lottery Acts.
- ❑ pricing procedures including Goods and Services Tax (GST) requirements;
- ❑ sale of X and R rated products.

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 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.