

Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor) NQF 3



^ PURPOSE

The purpose of this qualification is to prepare a learner to operate as a retail sales advisor. A retail sales advisor sells goods and services such as fast moving consumer goods (FMCG), clothing, furniture, and speciality merchandise in a retail or wholesale environment.

A qualified learner will be able to:

- Attend to different types of customers and resolve queries
- Provide customer service and build customer relationships
- Sell products in a full-service retail and wholesale sales environment

^ COURSE CONTENT

Module 1: Sales and Marketing

- Concepts and principles of selling in a full service retail and wholesale environment
- Interact with different types of customers and present a positive image
- Sell products to customers using the sales cycle
- Use advanced selling techniques
- Processes and procedures for selling products to customers using the sales cycle and advanced selling techniques in a full service wholesale or retail sales environment

Module 2: Customer Relationship Management

- Principles of service excellence and building customer relationships in retail and wholesale sales
- Provide customer service and build customer relationships
- Processes and procedures for providing customer service

Module 3: Complaints Management

- Principles of attending to different types of customers and resolving customer queries impacting on sales
- Handle customer queries and complaints
- Processes and procedures for attending to different types of customers, handling customer queries and communicating with customers

^ DELIVERY

- Duration: 12 Months
- Delivery: Classroom/Online/Blended

^ ENTRY LEVEL REQUIREMENTS

- Communication at NQF Level 1
- Mathematical Literacy at NQF Level 1

^ CAREER POSSIBILITIES

- Leading a team of sales assistants
- Overseeing the entire store's operations
- Handling staff scheduling, training, and customer service
- Ensuring the department meets sales goals and maintains high standards

^ ACCREDITATION

- Occupational Certificate: Sales Assistant (General) (Retail Sales Advisor)
- Accreditation: QCTO
- SAQA ID: 99669
- NQF Level: 3

MORE INFO

OUR MOST POPULAR CATEGORIES

SHORT COURSES

LEARNERSHIPS

COMPLIANCE TRAINING

Contact your preferred Sales Executive for assistance or email us at support@speecon.freshdesk.co.za to find out more.