

Introduction to Retail Sales

Government Subsidies May Apply



**Professional standards
For an exciting and
challenging career**

Next Course

Dates: TBA

Session times: 9.15am - 4pm

Training Venue

Professional Development
Centre
MTA House - Level 1
83 Greenhill Road
Wayville

Course Fee

\$375 (GST exempt)

Nationally Accredited Training

*Government subsidies
may apply

Discount may apply for groups
above 5 participants

Registration & More Details

1. Please phone **8208 4888**

2. Email
info@automotivebusinesscollege.com

and write "Booking Form" in
the subject

**Power of
Knowledge**

Course Aim

This highly effective course is specially designed for people who are new to retail industry and provides necessary knowledge and skills to get their career off to get great start.

Course Objective

This course focuses on the practical skills and tasks required to function at an operational level in the retail environment. Participant will learn about selling products and services, customer service, importance of product knowledge, communication and team work.

Content

1. Introduction
2. Quality Customer Service
3. Communication Skills
4. The Sales Process
5. Telephone Skills
6. Handling Difficult Customers

Nationally Accredited Training

Introduction to Retail Sales covers range of topics & skills as shown in the diagram:



Successful completion of this course will earn participant a Introduction to Retail Sales Certificate and Statement of Attainment. Introduction to Retail Sales training course covers three units of competencies from Certificate II in Retail Operations:

WRRCS3B	Interact with customers
WRRS1B	Sell products and services
WRRS2B	Advise on products and services



Course Duration & Delivery

The course is delivered over three (3) days full-time. All training is delivered in a participative, friendly environment designed to give people the confidence to learn new skills. Training delivered by industry-experienced trainers.

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