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| Title | **Work effectively in a customer service/ sales environment** |
| Level | **3** | **Credits** | **7** |

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| Purpose | This Competency standard identifies the competencies required Work Effectively in a Customer Service/Sales Environment as per Organization’s approved guidelines and procedures. You will be expected to work within organizational requirements, support the work team, maintain personal presentation, develop effective work habits, portray ethical behaviour and acquire up to date product / service knowledge. Your underpinning knowledge about Work Effectively in a Customer Service/Sales Environment will be sufficient for you to provide the basics of the work. |

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| Classification ISCED | 0416 Wholesale and retail sales |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

| **Unit of Competency** | **Performance Criteria** | **Knowledge** |
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| **F1. Work within organizational requirements.** | **You must be able to:**1. Identify and read organisation’s requirements and responsibilities and seek advice from appropriate people where necessary.
2. Interpret staff rosters and provide sufficient notice of unavailability for rostered hours according to workplace policy and procedures.
3. Develop and use a current working knowledge and understanding of employee and employer rights and responsibilities.
4. Comply with relevant duty of care and legal responsibilities, and support organisational culture.
5. Identify roles and responsibilities of colleagues and immediate supervisors.
6. Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels.
7. Identify, recognise and follow behaviour that contributes to a safe and sustainable work environment.
 | **You must be able to:**1. Define industry awards and agreements that relate to personal job role and terms and conditions of employment.
2. Differentiate between employer and employee responsibilities.
3. Explain different relevant legislation and statutory requirements.
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| **F2.Support the work team.** | **You must be able to:**1. Display courteous and helpful behaviour at all times.
2. Take opportunities to enhance the level of assistance offered to colleagues and meet all reasonable requests for assistance within acceptable workplace timeframes.
3. Complete allocated tasks as required.
4. Seek assistance when difficulties arise.
5. Use questioning techniques to clarify instructions or responsibilities.
6. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members.
 | **You must be able to:**1. Explain the importance of team work
2. Define workplace relations
3. Explain workplace policies, plans and procedures, including:
* Dealing with grievances
* Discriminatory behavior
* Equal opportunity issues.
* Staff rosters and notification of shift
* Availability or non-attendance
* Providing customer service to colleagues and customers.
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| **F3. Maintain personal presentation.** | **You must be able to:**1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.
2. Follow personal hygiene procedures according to organisational policy and relevant legislation.
 | **You must be able to:**1. Explain hygiene and personal presentation
2. Explain the importance of workplace ethics
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| **F4. Develop effective work habits.** | **You must be able to:**1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.
2. Ask questions to seek and clarify workplace information.
3. Plan and organise daily work routine within the scope of the job role.
4. Prioritise and complete tasks according to required timeframes.
5. Identify work and personal priorities  and achieve a balance between competing priorities
 | **You must be able to:**1. Explain staff counseling and disciplinary procedures
2. Describe workplace organizational structure.
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| **F5. Portray ethical behavior** | **You must be able to:**1. Follow ethical code of conduct.
2. Understand your costumer’s code of ethics.
3. Declare conflict of interest.
4. Maintain confidentiality.
5. Honour your commitments (timeframe, deliverables etc.)
6. Use internet for business only on company time.
 | **You must be able to:**1. Explain the importance of ethical behavior.
2. Explain the importance of commitment in sales and customer services.
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| **F6. Acquire up to date product / service knowledge** | **You must be able to:**1. Gather information about your product / services.
2. Identify the components of your product and services.
3. Recognize the essential selling features of your products and services.
4. Translate all essential features of your product and services.
5. Analyze product success.
6. Identify your market position.
7. Familiar with all product promotions, sales manuals and product literature.
8. Keep information of latest technology advances and seek ways to use these technologies in your work.
 | **You must be able to:**1. Explain:
* Price per product.
* Profit per product / service.
* Price flection
* Product strengths
* Product weaknesses.
* Warranty / guarantee policies.
* Packaging facilities and potential.
1. Explain how your product/service fits into your customers overall operations, business plan, sales success, operation cost etc.
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