



Certificate III Business to Business Sales (Customer Service) SIR30316

Are you capitalising on your current employees' skills?

Wholesalers are welcoming such a new and dynamic course. ABEX Training will help your staff develop customer relations and in turn increase company profits.

This course will give your employees a new and professional skill set in the following areas:

- Building and maintaining business relationships
- Sales techniques
- Meeting sales targets
- Business to Business Practices
- In house practices

Up-skilling your staff will give you a competitive edge by turning your employees into industry professionals.

As an Employer you benefit by:

- Better qualified professional staff
- Increase in profitability
- Improved customer relations
- Develop new procedures
- Analysis of trade history
- Clearer understanding of Wholesale industry
- Increase in staff retention

Your Employees benefit by:

- More efficient employees
- Nationally recognised qualification
- Job security and satisfaction
- Becomes an industry professional
- Prepare for company growth
- Safer work environment
- Becomes a leader within your organisation



**NATIONALLY RECOGNISED
TRAINING**

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Course Outline

Optimise customer and territory coverage (SIRWSLS004) This unit describes the performance outcomes, skills and knowledge required to efficiently plan for and service business customers within a defined territory, and seek opportunities to improve territory coverage and service efficiency

Build customer relationships and loyalty (SIRXCEG003) This unit describes the performance outcomes, skills and knowledge required to build customer relationships and foster customer loyalty

Maintain business to business relationships (SIRXCEG005) This unit describes the performance outcomes, skills and knowledge required to develop and maintain relationships with business customers by identifying customer needs and improving outcomes

Work effectively in a service environment (SIRXIND001) This unit describes the performance outcomes, skills and knowledge required to work effectively in the retail environment by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities

Contribute to workplace health and safety (SIRXWHS002) This unit describes the performance outcomes, skills and knowledge required to follow organisational policies and procedures for safe work practice

Provide sales solutions to customers (BSBCUE304) This unit describes the skills and knowledge required to process sales enquiries requiring complex solutions, and to follow up to ensure customer satisfaction

Assist with customer difficulties (SIRXCEG002) This unit describes the performance outcomes, skills and knowledge required to solve customer problems and use techniques to deal with customer difficulties

Process product and service data (SIRWSLS001) This unit describes the performance outcomes, skills and knowledge required to use business technology to maintain and process business to business sales, customer service and related product data

Build sales of branded products (SIRWSLS003) This unit describes the performance outcomes, skills and knowledge required to plan, implement and report on sales and promotional activities in a territory

Identify and respond to security risks (SIRXRSK001) This unit describes the performance outcomes, skills and knowledge required to identify security risks related to customers, team members, merchandise and money, and take appropriate action, within scope of job role, to eliminate or minimise those risks.

**This training is delivered with Victorian Government funding for eligible applicants
People with disabilities are encouraged to apply**

Course Code	SIR30316
Mode of delivery	Workplace Based, Traineeship
Duration/Length	Workplace Based - 12 months, Traineeship – 1-3 years
Intake	Flexible