



Certificate III Business to Business Sales SIR30316

Are you capitalising on your current employees' skills?

Wholesalers are welcoming such a new and dynamic course. ABEX Institute 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**

TOID: 121164

Certificate III Business to Business Sales (Customer Service)
National Qualification Code: SIR30316

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

Build sales relationships SIRWSLS301 This unit describes the performance outcomes, skills and knowledge required to promote demand and stimulate long-term, productive relationships with a business customer or a number of businesses within a defined territory