



Session Plan Design			
Program Name:	Retail Sales Associate		
Qualification Pack Name & Ref. ID	Sales Associate - RAS/Q0104		
Version No.	1.0	Version Update Date	26/06/2015
Pre-requisites to Training	10th Pass. 0-2 years in a similar position (not mandatory)		
Training Outcomes	By the end of this program, the participants would have achieved the following competencies:		
	1. Process credit applications for purchases		
	2. Help to keep the store secure		
	3. Help maintain healthy and safety		
	4. Demonstrate products to customers		
	5. Help customers to choose right products		
	6. Provide specialist support to customers and facilitating purchases		
	7. Maximise sales of goods & services		
	8. Provide personalised sales & post-sales service support		
	9. Create a positive image of self & organisation in the customers mind		
	10. Resolve customer concerns		
	11. Organise the delivery of reliable service		
	12. Improve customer relationship		
	13. Monitor and solve service concerns		

14. Promote continuous improvement in service

15. Work effectively in your team

16. Work effectively in your organisation

S.No.	Module	Sessions	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
1	Process credit applications for purchases	Customer's requirement for Credit Application Process	<ul style="list-style-type: none"> Identify the customer's needs for credit facilities. Explain to the customer the features and conditions of credit facilities. Encourage customers to seek clarifications and respond to them 	RAS/ NO114 PC1, PC2, PC3, KA3, KA4, KB1, SA5, SA6, SA7, SA8, SB1, SB2, SB3,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Method of Credit Application Process	<ul style="list-style-type: none"> Identify documents needed for applying for credit State the necessary credit checks and authorisation procedures. Identify how and whom to approach for resolving difficulties in processing applications 	RAS/ NO114 PC4, PC5, PC6, KA1, KA2, SA1, SA2, SA3, SA4, SB4, SB5, SB6, SB7, SB8	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour

		Activity on customer's requirement for credit application	<ul style="list-style-type: none"> Identify the customer's needs for credit facilities. Explain to the customer the features and conditions of credit facilities. Encourage customers to seek clarifications and respond to them 	RAS/ NO114 PC1, PC2, PC3, KA3, KA4, KB1, SA5, SA6, SA7, SA8, SB1, SB2, SB3,	Role plays and Simulations Quiz – Product related	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hour
		Activity on Credit Application Process	<ul style="list-style-type: none"> Identify documents needed for applying for credit State the necessary credit checks and authorisation procedures. Identify how and whom to approach for resolving difficulties in processing applications 	RAS/ NO114 PC4, PC5, PC6, KA1, KA2, SA1, SA2, SA3, SA4, SB4, SB5, SB6, SB7, SB8	Internet Research, Case Studies, Online Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
2	Help to keep the store secure	Introduction to Store Management	<ul style="list-style-type: none"> Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of your responsibility and authority to do so. Follow company policy and legal requirements when dealing with security risks. Follow company policies and procedures for maintaining security while you work. Follow company policies and procedures for making sure that security will be maintained 	RAS/ NO120 PC1, PC2, PC3, PC6, KA1, KA3, KA5, KA6, KB1, SA1, SA2, SA3, SA4, SB2, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the	1 hour

			when you go on your breaks and when you finish work.			Facilitator's Guide, Retail Lab	
		Accountability in Store Management	<ul style="list-style-type: none"> Recognise when security risks are beyond your authority and responsibility to sort out, and report these risks promptly to the right person. Use approved procedures and techniques for protecting your personal safety when security risks arise. 	RAS/ N0120 PC4, PC5, KA2, KA4, SA5, SA6, SA7, SA8, SB1, SB3, SB7, SB8	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Activity on Store Management	<ul style="list-style-type: none"> Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of your responsibility and authority to do so. Follow company policy and legal requirements when dealing with security risks. Follow company policies and procedures for maintaining security while you work. Follow company policies and procedures for making sure that security will be maintained when you go on your breaks and when you finish work. 	RAS/ N0120 PC1, PC2, PC3, PC6, KA1, KA3, KA3, KA5, KA6, KB1, SA1, SA2, SA3, SA4, SB2, SB4, SB5, SB6	Field Visit to a nearby Retail Store/Mall, Project presentation	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	5 hours
		Activity on Accountability in Store Management	<ul style="list-style-type: none"> Recognise when security risks are beyond your authority and responsibility to sort out, and report these risks promptly to the right person. Use approved procedures and techniques for protecting your personal safety when security risks arise. 	RAS/ N0120 PC4, PC5, KA2, KA4, SA5, SA6, SA7, SA8, SB1, SB3, SB7, SB8	Role Play, Case Studies and Classroom group discussions	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the	3 hours



						activities are described in the Facilitator's Guide, Retail Lab	
3	Help maintain healthy and safety	Deal with accidents and emergencies	<ul style="list-style-type: none"> Follow company procedures and legal requirements for dealing with accidents and emergencies. Speak and behave in a calm way while dealing with accidents and emergencies. Report accidents and emergencies promptly, accurately and to the right person. 	RAS/ N0122 PC1, PC2, PC3, KA1, KA2, KA3, KB1, SA1, SA2, SA3, SA4, SB2, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Evacuation Process at work place	<ul style="list-style-type: none"> Recognise when evacuation procedures have been started and following company procedures for evacuation. Follow the health and safety requirements laid down by your company and by law, and encourage colleagues to do the same 	RAS/ N0122 PC4, PC5, KA4, KA5, KA6, KA8, , KB2, SA5, SA6, SA7, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Accountability during Safety at work place	<ul style="list-style-type: none"> Promptly take the approved action to deal with risks if you are authorised to do so. If you do not have authority to deal with risks, report them promptly to the right person. 	RAS/ N0122 PC6, PC7, PC8, KA7, KA9, KB3, SA8, SB1, SB4	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in	1 hour

		<ul style="list-style-type: none"> Use equipment and materials in line with the manufacturer's instructions. 			Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
	Activity on Deal with accidents and emergencies	<ul style="list-style-type: none"> Follow company procedures and legal requirements for dealing with accidents and emergencies. Speak and behave in a calm way while dealing with accidents and emergencies. Report accidents and emergencies promptly, accurately and to the right person. 	RAS/ N0122 PC1, PC2, PC3, KA1, KA2, KA3, KB1, SA1, SA2, SA3, SA4, SB2, SB5, SB6	Case studies, Online Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
	Activity on evacuation process at work place	<ul style="list-style-type: none"> Recognise when evacuation procedures have been started and following company procedures for evacuation. Follow the health and safety requirements laid down by your company and by law, and encourage colleagues to do the same 	RAS/ N0122 PC4, PC5, KA4, KA5, KA6, KA8, , KB2, SA5, SA6, SA7, SB3	Chart Paper presentation, Group discussions, Case studies	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
	Activity on accountability during Safety at work place	<ul style="list-style-type: none"> Promptly take the approved action to deal with risks if you are authorised to do so. 	RAS/ N0122 PC6, PC7, PC8, KA7, KA9, KB3, SA8, SB1, SB4	Role plays and Simulations, Quiz	White board, Marker, Overhead projector, Laptop, Internet access,	2 hours

			<ul style="list-style-type: none"> If you do not have authority to deal with risks, report them promptly to the right person. Use equipment and materials in line with the manufacturer's instructions. 			Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
4	Demonstrate products to customers	Arrangement for demonstration of products	<ul style="list-style-type: none"> Prepare the demonstration area and check that it can be used safely. Check you have the equipment and products you need to give the demonstration. Promptly clear away the equipment and products at the end of the demonstration and connect with the customer. 	RAS/ N0125 PC1, PC2, PC3, KA1, KA4, KB1, SA1, SA2, SA3, SA4, SB2, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Demonstration of products	<ul style="list-style-type: none"> Explain the demonstration clearly and accurately to the customer. Present the demonstration in a logical sequence of steps and stages. Cover all the features and benefits you think are needed to gain the customer's interest. 	RAS/ N0125 PC4, PC5, PC6, KA2, KA3, KB2, KB3, KB4, SA5, SA6, SA7, SA8, SB1, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour

		Activity on Arrangement for demonstration of products	<ul style="list-style-type: none"> • Prepare the demonstration area and check that it can be used safely. • Check you have the equipment and products you need to give the demonstration. • Promptly clear away the equipment and products at the end of the demonstration and connect with the customer. 	RAS/ N0125 PC1, PC2, PC3, KA1, KA4, KB1, SA1, SA2, SA3, SA4, SB2, SB4, SB5, SB6	Role play, Case studies, Internet Research	Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hours
		Activity on Demonstration of products	<ul style="list-style-type: none"> • Explain the demonstration clearly and accurately to the customer. • Present the demonstration in a logical sequence of steps and stages. • Cover all the features and benefits you think are needed to gain the customer's interest. 	RAS/ N0125 PC4, PC5, PC6, KA2, KA3, KB2, KB3, KB4, SA5, SA6, SA7, SA8, SB1, SB3	Role play, Case studies	Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
5	Help customers to choose right products	Customer Service Management	<ul style="list-style-type: none"> • Find out which product features and benefits interest individual customers and focus on these when discussing products. • Describe and explain clearly and accurately relevant product features and benefits to customers. • Compare and contrast products in ways that help customers choose the product that best meets their needs. 	RAS/ N0126 PC1, PC2, PC3, KA1, KA7, KB1, KB2, SA1, SA2, SB1, SB2	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour



		Probe to encourage customers	<ul style="list-style-type: none"> • Check customers' responses to your explanations, and confirm their interest in the product. • Identify suitable opportunities to tell the customer about associated or additional products and do so in a way that promotes sales and goodwill. • Encourage customers to ask questions & respond to their questions, comments & objections in ways that promote sales & goodwill 	RAS/ N0126 PC4, PC5, PC6, KA3, KA6, SA6, SA7, SA8	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	30 mins
		Objection Handling and Identifying needs of customers	<ul style="list-style-type: none"> • Give customers enough time to evaluate products and ask questions. • Handle objections and questions in a way that promotes sales and keeps the customer's confidence. • Identify the need for additional and associated products and take the opportunity to increase sales. • Clearly acknowledge the customer's buying decisions. • Clearly explain any customer rights that apply. 	RAS/ N0126 PC7, PC8, PC9, PC10, PC11, KA2, KA4, KA5, KA8, KA9, SA3, SA4, SA5, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Guiding the customers with information	<ul style="list-style-type: none"> • Constantly check the store for security, safety and potential sales whilst helping customers. • Clearly explain to the customer where to pay for their purchases 	RAS/ N0126 PC12, PC13, KA10, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the	30 mins

						activities are described in the Facilitator's Guide, Retail Lab	
		Activity on Customer Service Management and Probing to encourage customers	<ul style="list-style-type: none"> Find out which product features and benefits interest individual customers and focus on these when discussing products. Describe and explain clearly and accurately relevant product features and benefits to customers. Compare and contrast products in ways that help customers choose the product that best meets their needs. Check customers' responses to your explanations, and confirm their interest in the product. Identify suitable opportunities to tell the customer about associated or additional products and do so in a way that promotes sales and goodwill. Encourage customers to ask questions & respond to their questions, comments & objections in ways that promote sales & goodwill 	RAS/ N0126 PC1, PC2, PC3, PC4, PC5, PC6, KA1, KA7, KB1, KB2, SA1, SA2, SB1, SB2, KA3, KA6, SA6, SA7, SA8	Field Visit to a nearby Retail Store/Mall, Role play, Assessments and Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hours
		Activity on Objection Handling and Identifying needs of customers	<ul style="list-style-type: none"> Give customers enough time to evaluate products and ask questions. Handle objections and questions in a way that promotes sales and keeps the customer's confidence. Identify the need for additional and associated products and 	RAS/ N0126 PC7, PC8, PC9, PC10, PC11, PC12, PC13, KA2, KA4, KA5, KA8, KA9, SA3, SA4, SA5, SB3,	Role plays, case studies, Online Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the	2 hours



			<p>take the opportunity to increase sales.</p> <ul style="list-style-type: none"> Clearly acknowledge the customer's buying decisions. Clearly explain any customer rights that apply. 	KA10, SB4, SB5, SB6		activities are described in the Facilitator's Guide, Retail Lab	
6	Provide specialist support to customers and facilitating purchases	Give customers information and advice on specialist products	<ul style="list-style-type: none"> Talk to customers politely and in ways that promote sales and goodwill. Explain features and benefits clearly Promote the products that give the best match to the customer's needs Constantly check the store for safety, security and potential sales while helping individual customers. 	RAS/ N0127 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, KA1, KA2, KA3, KA4, KB1, KB2, SA1, SA2, SA5, SA7, SA8, SB1, SB2, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Demonstrate specialist products to customers	<ul style="list-style-type: none"> Find out if the customer is willing to see a demonstration. Set up demonstrations safely and check you have everything you need to give an effective demonstration. Give demonstrations that clearly show the use and value of the product. Give the customer enough chance to ask questions about the products or services you are demonstrating to them. Check that the store will be monitored for security, safety and potential sales while you are carrying out demonstrations. 	RAS/ N0127 PC9, PC10, PC11, PC12, PC13, PC14, PC15, KA5, KA6, KA7, KA8, KB3, KB4, SA3, SA4, SA6, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour

		Activity on giving customers information and advice on specialist products	<ul style="list-style-type: none"> • Talk to customers politely and in ways that promote sales and goodwill. • Explain features and benefits clearly • Promote the products that give the best match to the customer's needs • Constantly check the store for safety, security and potential sales while helping individual customers. 	RAS/ N0127 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, KA1, KA2, KA3, KA4, KB1, KB2, SA1, SA2, SA5, SA7, SA8, SB1, SB2, SB3	Role Play, Simulation, Case studies	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
		Activity on demonstrating specialist products to customers	<ul style="list-style-type: none"> • Find out if the customer is willing to see a demonstration. • Set up demonstrations safely and check you have everything you need to give an effective demonstration. • Give demonstrations that clearly show the use and value of the product. • Give the customer enough chance to ask questions about the products or services you are demonstrating to them. • Check that the store will be monitored for security, safety and potential sales while you are carrying out demonstrations. 	RAS/ N0127 PC9, PC10, PC11, PC12, PC13, PC14, PC15, KA5, KA6, KA7, KA8, KB3, KB4, SA3, SA4, SA6, SB4, SB5, SB6	Role play, Case Studies, Online Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
7	Maximise sales of goods & services	Identify opportunities to increase sales of particular products	<ul style="list-style-type: none"> • Identify promotional opportunities and estimate their potential to increase sales. • Identify promotional opportunities, which offer the greatest potential to increase sales. • Report promotional opportunities to the right person. 	RAS/ N0128 PC1, PC2, PC3, PC4, KA1, KA2, KA3, KB1 SA1, SA2, SA3, SA4, SB1, SB2, SB3,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the	1 hour



			<ul style="list-style-type: none"> Fill in the relevant records fully and accurately. 			activities are described in the Facilitator's Guide, Retail Lab	
		Promote particular products	<ul style="list-style-type: none"> Tell customers about promotions clearly and in a persuasive way. Identify and take the most effective actions for converting promotional sales into regular future sales. Gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person. Record clearly and accurately the results of promotions. 	RAS/ N0128 PC5, PC6, PC7, PC8, KA4, KA5, KB2, KB3, SA5, SA6, SA7, SA8, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Activity on Identifying opportunities to increase sales	<ul style="list-style-type: none"> Identify promotional opportunities and estimate their potential to increase sales. Identify promotional opportunities, which offer the greatest potential to increase sales. Report promotional opportunities to the right person. Fill in the relevant records fully and accurately. 	RAS/ N0128 PC1, PC2, PC3, PC4, KA1, KA2, KA3, KB1 SA1, SA2, SA3, SA4, SB1, SB2, SB3,	Field Visit to a nearby Retail Store/Mall, Assessments and Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	6 hours
		Activity on Promotion of	<ul style="list-style-type: none"> Tell customers about promotions clearly and in a persuasive way. 	RAS/ N0128 PC5, PC6, PC7, PC8, KA4, KA5,	Role Play, Case Studies and Quiz	White board, Marker, Overhead projector, Laptop,	2 hours

		particular products	<ul style="list-style-type: none"> Identify and take the most effective actions for converting promotional sales into regular future sales. Gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person. Record clearly and accurately the results of promotions. 	KB2, KB3, SA5, SA6, SA7, SA8, SB4, SB5, SB6		Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
8	Provide personalised sales & post-sales service support	Provide a personalized service	<ul style="list-style-type: none"> Use available information in the client records to help you prepare for consultations. Before starting a consultation, check that the work area is clean and tidy and that all the equipment you need is to hand. Create a rapport with the client and 	RAS/ N0129 PC1, PC2, PC3, PC4, PC5, PC6, KA1, KA2, KA3, KA4, KB1, SA1, SA2, SB1, SB2,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	30 mins
		Provide a personalized service by relationship with customer	<ul style="list-style-type: none"> create a positive image of company Ask questions that encourage the client to tell you about their buying needs Explain clearly to the client the features and benefits of the products or services that are suited to the client's needs. Make recommendations to the client in a confident and polite way and without pressurising them 	RAS/ N0129 PC7,PC8, PC9, PC10, PC11, , KA5,KA6, KA7, SA3, SA4, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the	30 mins

						Facilitator's Guide, Retail Lab	
		Provide an after sales service	<ul style="list-style-type: none"> Follow the company's procedures for keeping client records up-to-date. Record client information accurately and store it in the right places in your company's system. Keep client information confidential and share it only with people who have a right to it. Keep to clients' wishes as to how and when you may contact them. Follow your company's policy and procedures for contacting clients. Where you cannot keep promises to clients, tell them promptly and offer any other suitable products or services. 	RAS/ N0129 PC12, PC13, PC14, PC15, PC16, PC17, KA8, KA9, KA10, KA11, KA12, KA13, KA14, KA15, SA5, SA6, SA7, SA8, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Activity on providing a personalized service	<ul style="list-style-type: none"> Use available information in the client records to help you prepare for consultations. Before starting a consultation, check that the work area is clean and tidy and that all the equipment you need is to hand. Create a rapport with the client and create a positive image of company Ask questions that encourage the client to tell you about their buying needs Explain clearly to the client the features and benefits of the products or services that are suited to the client's needs. 	RAS/ N0129 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, KA1, KA2, KA3, KA4, KA5, KA6, KA7, KB1, SA1, SA2, SA3, SA4, SB1, SB2, SB3	Field Visit to a nearby Retail Store/Mall, Assessments and Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	5 hours

			<ul style="list-style-type: none"> • Make recommendations to the client in a confident and polite way and without pressurising them. 				
		Activity on providing an after sales service	<ul style="list-style-type: none"> • Follow the company's procedures for keeping client records up-to-date. • Record client information accurately and store it in the right places in your company's system. • Keep client information confidential and share it only with people who have a right to it. • Keep to clients' wishes as to how and when you may contact them. • Follow your company's policy and procedures for contacting clients. • Where you cannot keep promises to clients, tell them promptly and offer any other suitable products or services. 	RAS/ N0129 PC12, PC13, PC14, PC15, PC16, PC17, KA8, KA9, KA10, KA11, KA12, KA13, KA14, KA15, SA5, SA6, SA7, SA8, SB4, SB5, SB6	Role-play, Case Studies, Simulations	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hours
9	Create a positive image of self & organisation in the customers mind	Establish effective rapport with customers	<ul style="list-style-type: none"> • Meet your organisation's standards of appearance and behaviour. • Greet your customer respectfully and in a friendly manner. • Communicate with your customer in a way that makes them feel valued and respected. • Identify and confirm your customer's expectations. • Treat your customer courteously and helpfully at all times. • Keep your customer informed and reassured. 	RAS/ N0130 PC1, PC2, PC3, PC4, PC5, PC6, PC7, KA1, KA4, SA5, SA6, SA8, SB2, SB3,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour

			<ul style="list-style-type: none"> Adapt your behaviour to respond effectively to different customer behaviour. 				
		Respond appropriately to customers	<ul style="list-style-type: none"> Respond promptly to a customer seeking assistance. Select the most appropriate way of communicating with your customer. Check with your customer that you have fully understood their expectations. Respond promptly and positively to your customers' questions and comments. Allow your customer time to consider your response and give further explanation when appropriate. 	RAS/ N0130 PC8, PC9, PC10, PC11, PC12, KA2, KA3, KA5, SA7, SB1,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	30 mins
		Communicate information to customers	<ul style="list-style-type: none"> Quickly locate information that will help your customer. Give your customer the information they need about the services or products offered by your organisation. Recognise information that your customer might find complicated and check whether they fully understand. Explain clearly to your customers any reasons why their needs or expectations cannot be met. 	RAS/ N0130 PC13, PC14, PC15, PC16, SA1, SA2, SA3, SA4, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	30 mins
		Activity on establishing effective	<ul style="list-style-type: none"> Meet your organisation's standards of appearance and behaviour. 	RAS/ N0130 PC1, PC2, PC3, PC4, PC5, PC6,	Role plays and Simulations Quiz – Product related	White board, Marker, Overhead projector, Laptop,	2 hours

		rapport with customers	<ul style="list-style-type: none"> Greet your customer respectfully and in a friendly manner. Communicate with your customer in a way that makes them feel valued and respected. Identify and confirm your customer's expectations. Treat your customer courteously and helpfully at all times. Keep your customer informed and reassured. Adapt your behaviour to respond effectively to different customer behaviour 	PC7, KA1, KA4, SA5, SA6, SA8, SB2, SB3,		Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
		Activity on responding appropriately to customers	<ul style="list-style-type: none"> Respond promptly to a customer seeking assistance. Select the most appropriate way of communicating with your customer. Check with your customer that you have fully understood their expectations. Respond promptly and positively to your customers' questions and comments. Allow your customer time to consider your response and give further explanation when appropriate. 	RAS/ N0130 PC8, PC9, PC10, PC11, PC12, KA2, KA3, KA5, SA7, SB1,	Internet Research, Project presentation and Classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hours
		Activity on communicating information to customers	<ul style="list-style-type: none"> Quickly locate information that will help your customer. Give your customer the information they need about the services or products offered by your organisation. 	RAS/ N0130 PC13, PC14, PC15, PC16, SA1, SA2, SA3,	Role play, Case Studies, Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are	2 hours

			<ul style="list-style-type: none"> Recognise information that your customer might find complicated and check whether they fully understand. Explain clearly to your customers any reasons why their needs or expectations cannot be met. 	SA4, SB4, SB5, SB6		available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
10	Resolve customer concerns	Spot customer service problems	<ul style="list-style-type: none"> Identify the options for resolving a customer service problem. Work with others to identify and confirm the options to resolve a customer service problem. Work out the advantages and disadvantages of each option for your customer and your organisation. Pick the best option for your customer and your organisation. Identify for your customer other ways that problems may be resolved if you are unable to help. 	RAS/ N0132 PC1, PC2, PC3, PC4, PC5, KA1, KA2, KB1, SA1, SA2, SA3, SA4, SA5, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Pick the best solution to resolve customer service problems	<ul style="list-style-type: none"> Identify the options for resolving a customer service problem. Work with others to identify and confirm the options to resolve a customer service problem. Work out the advantages and disadvantages of each option for your customer and your organisation. Pick the best option for your customer and your organisation. Identify for your customer other ways that problems may be resolved if you are unable to help. 	RAS/ N0132 PC6, PC7, PC8, PC9, PC10, KA3, SA6, SA7, SA8, SB1, SB2	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour

		Take action to resolve customer service problems	<ul style="list-style-type: none"> • Discuss and agree the options for solving the problem with your customer. • Take action to implement the option agreed with your customer. • Work with others and your customer to make sure that any promises related to solving the problem are kept. • Keep your customer fully informed about what is happening to resolve problem. • Check with your customer to make sure the problem has been resolved to their satisfaction. • Give clear reasons to your customer when the problem has not been resolved to their satisfaction. 	RAS/ N0132 PC11, PC12, PC13, PC14, PC15, PC16, KA4, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Activity on spotting customer service problems	<ul style="list-style-type: none"> • Identify the options for resolving a customer service problem. • Work with others to identify and confirm the options to resolve a customer service problem. • Work out the advantages and disadvantages of each option for your customer and your organisation. • Pick the best option for your customer and your organisation. • Identify for your customer other ways that problems may be resolved if you are unable to help. 	RAS/ N0132 PC1, PC2, PC3, PC4, PC5, KA1, KA2, KB1, SA1, SA2, SA3, SA4, SA5, SB4, SB5, SB6	Internet Research, Project presentation and Classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hours
		Activity on picking the best solution to	<ul style="list-style-type: none"> • Identify the options for resolving a customer service problem. 	RAS/ N0132 PC6, PC7, PC8, PC9, PC10,	Role play, Case Studies, Assessments	White board, Marker, Overhead projector, Laptop,	2 hours

		resolve customer service problems	<ul style="list-style-type: none"> • Work with others to identify and confirm the options to resolve a customer service problem. • Work out the advantages and disadvantages of each option for your customer and your organisation. • Pick the best option for your customer and your organisation. • Identify for your customer other ways that problems may be resolved if you are unable to help. 	KA3, SA6, SA7, SA8, SB1, SB2		Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
		Activity on taking action to resolve customer service problems	<ul style="list-style-type: none"> • Discuss and agree the options for solving the problem with your customer. • Take action to implement the option agreed with your customer. • Work with others and your customer to make sure that any promises related to solving the problem are kept. • Keep your customer fully informed about what is happening to resolve problem. • Check with your customer to make sure the problem has been resolved to their satisfaction. • Give clear reasons to your customer when the problem has not been resolved to their satisfaction. 	R RAS/ N0132 PC11, PC12, PC13, PC14, PC15, PC16, KA4, SB3	Role play, Case Studies, Flipchart Presentation	Projector, Speakers, Laptop/Computer, Chart Paper, Markers, Sketch pens. Computer Lab facility with internet Retail Lab facility	2 hours
11	Organise the delivery of reliable service	Plan and organize the delivery of reliable customer service	<ul style="list-style-type: none"> • Plan, prepare and organise everything you need to deliver a variety of services or products to different types of customers. • Organise what you do to ensure that you are consistently able to give prompt attention to your customers. 	RAS/ N0133 PC1, PC2, PC3, KA1, KA2, SA5, SA6, SA7, SA8, SB1, SB2, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in	1 hour

			<ul style="list-style-type: none"> Reorganise your work to respond to unexpected additional workloads 			Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
		Review and maintain customer service delivery	<ul style="list-style-type: none"> Maintain service delivery during very busy periods and unusually quiet periods and when systems, people or resources have let you down. Consistently meet your customers' expectations. Balance the time you take with your customers with the demands of other customers seeking your attention. Respond appropriately to your customers when they make comments about the products or services you are offering. Alert others to repeated comments made by your customers. Take action to improve the reliability of your service based on customer comments. Monitor whether the action you have taken has improved the service you give to your customers. 	RAS/ N0133 PC4, PC5, PC6, PC7, PC8, PC9, PC10, KA3, KA4, SA3, SA4,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	30 mins
		Use recording systems to maintain reliable customer service	<ul style="list-style-type: none"> Record and store customer service information accurately following organisational guidelines. Select and retrieve customer service information that is relevant, sufficient and in an appropriate format. 	RAS/ N0133 PC11, PC12, PC13, PC14, KA5, KA6, KB1, SA1, SA2, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant	30 mins



			<ul style="list-style-type: none"> • Quickly locate information that will help solve a customer's query. • Supply accurate customer service information to others using the most appropriate method of communication. 			Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
		Activity on Planning and organizing the delivery of reliable customer service	<ul style="list-style-type: none"> • Plan, prepare and organise everything you need to deliver a variety of services or products to different types of customers. • Organise what you do to ensure that you are consistently able to give prompt attention to your customers. • Reorganise your work to respond to unexpected additional workloads 	RAS/ N0133 PC1, PC2, PC3, KA1, KA2, SA5, SA6, SA7, SA8, SB1, SB2, SB3	Field Visit to a nearby Retail Store/Mall Assessments and Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hours

		Activity on Reviewing and maintaining customer service delivery	<ul style="list-style-type: none"> • Maintain service delivery during very busy periods and unusually quiet periods and when systems, people or resources have let you down. • Consistently meet your customers' expectations. • Balance the time you take with your customers with the demands of other customers seeking your attention. • Respond appropriately to your customers when they make comments about the products or services you are offering. • Alert others to repeated comments made by your customers. • Take action to improve the reliability of your service based on customer comments. • Monitor whether the action you have taken has improved the service you give to your customers 	RAS/ N0133 PC4, PC5, PC6, PC7, PC8, PC9, PC10, KA3, KA4, SA3, SA4,	Internet research, Classroom discussion and Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	3 hours
		Use recording systems to maintain reliable customer service	<ul style="list-style-type: none"> • Record and store customer service information accurately following organisational guidelines. • Select and retrieve customer service information that is relevant, sufficient and in an appropriate format. • Quickly locate information that will help solve a customer's query. • Supply accurate customer service information to others using the most appropriate method of communication. 	RAS/ N0133 PC11, PC12, PC13, PC14, KA5, KA6, KB1, SA1, SA2, SB4, SB5, SB6	Case Studies, Simulations and Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour

12	Improve customer relationship	Improve communication with your customers	<ul style="list-style-type: none"> • Select and use the best method of communication to meet your customers' expectations. • Take the initiative to contact your customers to update them when things are not going to plan or when you require further information. • Adapt your communication to respond to individual customers' feelings 	RAS/ N0134 PC1, PC2, PC3, KA1, , SA3, SA4, SA5, SA6, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Balance the needs of your customer and your organization	<ul style="list-style-type: none"> • Meet your customers' expectations within your organisation's service offer. • Explain the reasons to your customers sensitively and positively when their expectations cannot be met. • Identify alternative solutions for your customers either within or outside the organisation. • Identify the costs and benefits of these solutions to your organisation and to your customers. • Negotiate and agree solutions with your customers, which satisfy them and are acceptable to your organisation. • Take action to satisfy your customers with the agreed solution. 	RAS/ N0134 PC4, PC5, PC6, PC7, PC8, PC9, KA2, KA3, SA1, SA2, SB2, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Exceed customer expectations to develop the relationship	<ul style="list-style-type: none"> • Make extra efforts to improve your relationship with your customers. • Recognise opportunities to exceed your customers' expectations. 	RAS/ N0134 PC10, PC11, PC12, PC13, KA4, SA7, SA8, SB1,	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are	1 hour

			<ul style="list-style-type: none"> • Take action to exceed your customers' expectations within the limits of your own authority. • Gain the help and support of others to exceed your customers' expectations. 			available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
		Activity on Improving communication with your customers	<ul style="list-style-type: none"> • Select and use the best method of communication to meet your customers' expectations. • Take the initiative to contact your customers to update them when things are not going to plan or when you require further information. • Adapt your communication to respond to individual customers' feelings 	RAS/ N0134 PC1, PC2, PC3, KA1, , SA3, SA4, SA5, SA6, SB3	Role Play, Case Studies, Simulations	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
		Activity on Balance the needs of your customer and your organization	<ul style="list-style-type: none"> • Meet your customers' expectations within your organisation's service offer. • Explain the reasons to your customers sensitively and positively when their expectations cannot be met. • Identify alternative solutions for your customers either within or outside the organisation. • Identify the costs and benefits of these solutions to your organisation and to your customers. • Negotiate and agree solutions with your customers, which satisfy them and are acceptable to your organisation. 	RAS/ N0134 PC4, PC5, PC6, PC7, PC8, PC9, KA2, KA3, SA1, SA2, SB2, SB4, SB5, SB6	Internet Research, Presentation, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hours

			<ul style="list-style-type: none"> Take action to satisfy your customers with the agreed solution. 				
		Activity on exceeding customer expectations to develop the relationship	<ul style="list-style-type: none"> Make extra efforts to improve your relationship with your customers. Recognise opportunities to exceed your customers' expectations. Take action to exceed your customers' expectations within the limits of your own authority. Gain the help and support of others to exceed your customers' expectations. 	RAS/ N0134 PC10, PC11, PC12, PC13, KA4, SA7, SA8, SB1,	Role Play, Case Studies, Simulations	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
13	Monitor and solve service concerns	Solve immediate customer service problems	<ul style="list-style-type: none"> Respond positively to customer service problems following organisational guidelines. Solve customer service problems when you have sufficient authority. Work with others to solve customer service problems. Keep customers informed of the actions taken Check with customers that they are comfortable with the actions being taken. Solve problems with service systems and procedures that might affect customers before they become aware of them. Inform managers and colleagues of the steps taken to solve specific problems. 	RAS/ N0135 PC1, PC2, PC3, PC4, PC5, PC6, PC7, KA1, KA2, SA1, SA2, SA3, SA4, SB1, SB2, SB4	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour

		Identify repeated customer service problems and options for solving them	<ul style="list-style-type: none"> Identify repeated customer service problems. Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option. Work with others to select best options for solving repeated customer service problems, balancing customer expectations with needs of your organization. 	RAS/ N0135 PC8, PC9, PC10, KA4, SA5, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Take action to avoid the repetition of customer service problems	<ul style="list-style-type: none"> Obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated. Action your agreed solution. Keep your customers informed in a positive and clear manner of steps being taken to solve any service problems. Monitor the changes you have made and adjust them if appropriate. 	RAS/ N0135 PC11, PC12, PC13, PC14, KA3, SA6, SA7, SA8, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
		Activity on Solving immediate customer service problems	<ul style="list-style-type: none"> Respond positively to customer service problems following organisational guidelines. Solve customer service problems when you have sufficient authority. Work with others to solve customer service problems. Keep customers informed of the actions taken 	RAS/ N0135 PC1, PC2, PC3, PC4, PC5, PC6, PC7, KA1, KA2, SA1, SA2, SA3, SA4, SB1, SB2, SB4, SB5, SB6	Field Visit, Presentation, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the	4 hours

			<ul style="list-style-type: none"> • Check with customers that they are comfortable with the actions being taken. • Solve problems with service systems and procedures that might affect customers before they become aware of them. • Inform managers and colleagues of the steps taken to solve specific problems. 			Facilitator's Guide, Retail Lab	
		Activity on Identifying repeated customer service problems	<ul style="list-style-type: none"> • Identify repeated customer service problems. • Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option. • Work with others to select best options for solving repeated customer service problems, balancing customer expectations with needs of your organization. 	RAS/ N0135 PC8, PC9, PC10, KA4, SA5, SB3	Chart Paper Activity, Case Studies, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
		Activity on taking action to avoid the repetition of customer service problems	<ul style="list-style-type: none"> • Obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated. • Action your agreed solution. • Keep your customers informed in a positive and clear manner of steps being taken to solve any service problems • Monitor the changes you have made and adjust them if appropriate. 	RAS/ N0135 PC11, PC12, PC13, PC14, KA3, SA6, SA7, SA8, SB5, SB6	Role-plays and Simulations, Online Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours

14	Promote continuous improvement in service	Plan improvements in customer service based on customer feedback	<ul style="list-style-type: none"> • Gather feedback from customers that will help to identify opportunities for customer service improvement. • Analyse and interpret feedback to identify opportunities for customer service improvements and propose changes. • Discuss with others the potential effects of any proposed changes for your customers and your organisation. • Negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial / full implementation of the change. 	RAS/ N0136 PC1, PC2, PC3, PC4, KA1, KA2, SA1, SA2, SA3, SA4, SA6, SB1, SB2, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Implement changes in customer service	<ul style="list-style-type: none"> • Organise the implementation of authorised changes. • Implement the changes following organisational guidelines. • Inform people inside and outside your organisation who need to know of the changes being made and the reasons for them. • Monitor early reactions to changes and make appropriate fine-tuning adjustments. 	RAS/ N0136 PC5, PC6, PC7, PC8, KA4, SA5, SB3, SB4, SB5	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	30 mins
		Review changes that promote continuous improvement in customer service	<ul style="list-style-type: none"> • Collect and record feedback on the effects of changes. • Analyse and interpret feedback and share your findings on the effects of changes with others. • Summarise the advantages and disadvantages of the changes. 	RAS/ N0136 PC9, PC10, PC11, PC12, PC13, KA3, SA7, SA8	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant	30 mins

			<ul style="list-style-type: none"> • Use your analysis and interpretation of changes to identify opportunities for further improvement. • Present these opportunities to somebody with sufficient authority 			Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
		Activity on planning improvements in customer service based on customer feedback	<ul style="list-style-type: none"> • Gather feedback from customers that will help to identify opportunities for customer service improvement. • Analyse and interpret feedback to identify opportunities for customer service improvements and propose changes. • Discuss with others the potential effects of any proposed changes for your customers and your organisation. • Negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial / full implementation of the change. 	RAS/ N0136 PC1, PC2, PC3, PC4, KA1, KA2, SA1, SA2, SA3, SA4, SA6, SB1, SB2, SB6	Field Visit, Presentation, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hours
		Activity on implementation of changes in customer service	<ul style="list-style-type: none"> • Organise the implementation of authorised changes. • Implement the changes following organisational guidelines. • Inform people inside and outside your organisation who need to know of the changes being made and the reasons for them. • Monitor early reactions to changes and make appropriate fine-tuning adjustments. 	RAS/ N0136 PC5, PC6, PC7, PC8, KA4, SA5, SB3, SB4, SB5	Chart Paper Activity, Case Studies, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours

		Activity on review changes that promote continuous improvement in customer service	<ul style="list-style-type: none"> Collect and record feedback on the effects of changes. Analyse and interpret feedback and share your findings on the effects of changes with others. Summarise the advantages and disadvantages of the changes. Use your analysis and interpretation of changes to identify opportunities for further improvement. Present these opportunities to somebody with sufficient authority 	RAS/ N0136 PC9, PC10, PC11, PC12, PC13, KA3, SA7, SA8	Role-plays and Simulations, Online Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
15	Work effectively in your team	Support the work team	<ul style="list-style-type: none"> Display courteous and helpful behaviour at all times. Take opportunities to enhance the level of assistance offered to colleagues. Meet all reasonable requests for assistance within acceptable workplace timeframes. Complete allocated tasks as required. Seek assistance when difficulties arise. Use questioning techniques to clarify instructions or responsibilities. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members. 	RAS/ N0137 PC1, PC2, PC3, PC4,PC5, PC6, PC7, KA1, KB1, KB2, SA1, SA2, SA3, SA4, SB1, SB2, SB3	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Maintain personal presentation	<ul style="list-style-type: none"> Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. 	RAS/ N0137 PC8, PC9, PC10, PC11, PC12, PC13, KA2, KB3, KB4, SA5, SB4	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in	30 mins

			<ul style="list-style-type: none"> Follow personal hygiene procedures according to organizational policy and relevant legislation. 			Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	
		Develop effective work habits	<ul style="list-style-type: none"> Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task. Interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying. Ask questions to seek and clarify workplace information. Plan and organise daily work routine within the scope of the job role. Prioritise and complete tasks according to required timeframes. Identify work and personal priorities and achieve a balance between competing priorities. 	RAS/ N0137 PC14, PC15, PC16, PC17, PC18, PC19, KA3, KA4, KB5, KB6, KB7, SA6, SA7, SB5	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	30 mins
		Activity on supporting the work team	<ul style="list-style-type: none"> Display courteous and helpful behaviour at all times. Take opportunities to enhance the level of assistance offered to colleagues. Meet all reasonable requests for assistance within acceptable workplace timeframes. Complete allocated tasks as required. Seek assistance when difficulties arise. Use questioning techniques to clarify instructions or responsibilities. 	RAS/ N0137 PC1, PC2, PC3, PC4, PC5, PC6, PC7, KA1, KB1, KB2, SA1, SA2, SA3, SA4, SB1, SB2, SB3	Field Visit, Presentation, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	4 hours

			<ul style="list-style-type: none"> Identify and display a non-discriminatory attitude in all contacts with customers and other staff members. 				
		Activity on maintaining personal presentation	<ul style="list-style-type: none"> Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact. Follow personal hygiene procedures according to organizational policy and relevant legislation. 	RAS/ N0137 PC8, PC9, PC10, PC11, PC12, PC13, KA2, KB3, KB4, SA5, SB4	Chart Paper Activity, Case Studies, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
		Activity on developing effective work habits	<ul style="list-style-type: none"> Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task. Interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying. Ask questions to seek and clarify workplace information. Plan and organise daily work routine within the scope of the job role. Prioritise and complete tasks according to required timeframes. Identify work and personal priorities and achieve a balance between competing priorities. 	RAS/ N0137 PC14, PC15, PC16, PC17, PC18, PC19, KA3, KA4, KB5, KB6, KB7, SA6, SA7, SB5	Role-plays and Simulations, Online Assessments	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours

16	Work effectively in your Organization	Support effective team working	<ul style="list-style-type: none"> • Share work fairly with colleagues, taking account of your own and others' preferences, skills and time available. • Make realistic commitments to colleagues and do what you have promised you will do. • Let colleagues know promptly if you will not be able to do what you have promised and suggest suitable alternatives. • Encourage and support colleagues when working conditions are difficult. • Encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect. • Follow the company's health and safety procedures as you work. 	RAS/ N0138 PC1, PC2, PC3, PC4, PC5, PC6, KA1, KA2, KA3, KA4, KA5, KA6, SA1, SA2, SA3, SA4, SB4, SB5, SB6	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	1 hour
		Help plan and organize own learning	<ul style="list-style-type: none"> • Discuss and agree with the right people goals that are relevant, realistic and clear. • Identify the knowledge and skills you will need to achieve your goals. • Agree action points and deadlines that are realistic, taking account of your past learning experiences and the time and resources available for learning. • Regularly check your progress and, when necessary, change the way you work. • Ask for feedback on your progress from those in a position to give it, and use their feedback to improve your performance 	RAS/ N0138 PC7, PC8, PC9, PC10, PC11, KA7, KA8, KA9, KA10, KA11, SA5, SB1, SB2	Facilitation with PPT, Videos, Trainer led classroom discussion	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	30 mins

		<p>Help others learn</p>	<ul style="list-style-type: none"> • Encourage colleagues to ask you for work- related information or advice that you are likely to be able to provide. • Notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice. • Give clear, accurate and relevant information and advice relating to tasks and procedures. • Explain and demonstrate procedures clearly, accurately and in a logical sequence. • Encourage colleagues to ask questions if they don't understand the information and advice you give them. • Give colleagues opportunities to practise new skills, and give constructive feedback. • Check that health, safety and security are not compromised when you are helping others to learn. • Check that health, safety and security are not compromised when you are helping others to learn. 	<p>RAS/ N0138 PC12, PC13, PC14, PC15, PC16, PC17, PC18, KA12, KA 13, KA14, KA15, KA16, KA17, KA18, KA19, SA6, SA7, SA8, SB3</p>	<p>Facilitation with PPT, Videos, Trainer led classroom discussion</p>	<p>White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab</p>	<p>30 mins</p>
		<p>Activity on Supporting effective team working</p>	<ul style="list-style-type: none"> • Share work fairly with colleagues, taking account of your own and others' preferences, skills and time available. • Make realistic commitments to colleagues and do what you have promised you will do. • Let colleagues know promptly if you will not be able to do what you have 	<p>RAS/ N0138 PC1, PC2, PC3, PC4, PC5, PC6, KA1, KA2, KA3, KA4, KA5, KA6, SA1, SA2, SA3, SA4, SB4, SB5, SB6</p>	<p>Classroom Activity, Role Play, Simulations</p>	<p>White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are</p>	<p>2 hours</p>



			<p>promised and suggest suitable alternatives.</p> <ul style="list-style-type: none"> • Encourage and support colleagues when working conditions are difficult. • Encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect. • Follow the company's health and safety procedures as you work. 			described in the Facilitator's Guide, Retail Lab	
		Activity on helping plan and organize own learning	<ul style="list-style-type: none"> • Discuss and agree with the right people goals that are relevant, realistic and clear. • Identify the knowledge and skills you will need to achieve your goals. • Agree action points and deadlines that are realistic, taking account of your past learning experiences and the time and resources available for learning. • Regularly check your progress and, when necessary, change the way you work. • Ask for feedback on your progress from those in a position to give it, and use their feedback to improve your performance 	RAS/ N0138 PC7, PC8, PC9, PC10, PC11, KA7, KA8, KA9, KA10, KA11, SA5, SB1, SB2	Case Studies, Role Play, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the activities are described in the Facilitator's Guide, Retail Lab	2 hours
		Activity on helping others learn	<ul style="list-style-type: none"> • Encourage colleagues to ask you for work- related information or advice that you are likely to be able to provide. • Notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice. 	RAS/ N0138 PC12, PC13, PC14, PC15, PC16, PC17, PC18, KA12, KA 13, KA14, KA15, KA16, KA17, KA18,	Case Studies, Role Play, Quiz	White board, Marker, Overhead projector, Laptop, Internet access, Worksheets are available in Participant Workbook, All the	2 hours



			<ul style="list-style-type: none">• Give clear, accurate and relevant information and advice relating to tasks and procedures.• Explain and demonstrate procedures clearly, accurately and in a logical sequence.• Encourage colleagues to ask questions if they don't understand the information and advice you give them.• Give colleagues opportunities to practise new skills, and give constructive feedback.• Check that health, safety and security are not compromised when you are helping others to learn.• Check that health, safety and security are not compromised when you are helping others to learn.	KA19, SA6, SA7, SA8, SB3		activities are described in the Facilitator's Guide, Retail Lab	
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Total : 150 hours