



SUCCESSFUL SELLING

NQF 5
UNIT STD – 10047



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OUTLINE

This unit standard is intended to enhance the provision of intermediate level service within the Contact Centre industry. The purpose of this unit standard is to allow operators or front-line staff to sell an organisation's products or services more effectively.

The qualifying learner is capable of:

- Applying personal selling skills to sell products or services.
- Applying closing techniques to sell products or services.

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COURSE METHODOLOGY

This course is conducted with maximum use of practical application of the skills acquired. After facilitator led training has taken place via the course material, group work and scenario driven exchanges, participants will have opportunity to relate the information back to their work place and to practice their skills through the use of brainstorming, problem solving, case studies, role-plays and copy written training exercises. Within a relaxed and more fun environment participants will learn from each other, gaining knowledge and acquiring and reinforcing skills that will result in overall improved customer service performance.

COURSE OBJECTIVES

This unit standard is intended to enhance the provision of intermediate level service within the sales industry. As consumers we are all at some time or another faced with a sales person, possibly you, wanting to sell either a service or product. This course enables you to clearly define your role in closing deals with customers, finding success in your selling.

EDGE TRAINING CONSULTANCY

Edge Training is an Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 15 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint.