

CFAS8.4

Monitor the delivery of products



Overview

This unit is about preparing for despatch of goods to customers. Key aspects of this unit include ensuring all the necessary documentation is completed as well as making sure that, before hand-over, the goods are in the condition agreed with your customer at the time of the sale.

The unit also includes ensuring that the goods are confirmed as satisfactory by your customers taking the opportunity to exploit further opportunities of cross-selling, up-selling or selling add-ons at the time of hand-over.

This unit is suitable for face-to-face selling, telesales and online selling

This unit is for; Sales Executives

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Performance criteria

You must be able to:

- P1 check information on the order form to ensure it matches internal documentation and that goods are available for despatch
- P2 ensure that the goods are prepared fully for hand-over to your customer in accordance with the terms and conditions of sale and organisational policy
- P3 make changes to the order when necessary ensuring that it will satisfy customer expectations
- P4 prepare documentation and records of hand-over, ensuring they are both accurate and complete
- P5 record all necessary information accurately and completely
- P6 ensure that the goods are handed over to your customer in accordance with the sales agreement and terms and conditions of sale
- P7 check that your customer is satisfied with the goods
- P8 deal with all customer problems and queries promptly and refer to somebody with appropriate authority if appropriate
- P9 ensure all documentation for delivery and receipt by your customer is fully completed and accurate
- P10 identify and follow up further opportunities for up-selling, cross-selling and selling add-ons

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Knowledge and understanding

You need to know and understand:

- K1 the role of the sales person in the hand-over of goods to customers
- K2 the concept of transfer of ownership
- K3 the concept of hand-over of goods to customers
- K4 the purpose of maintaining records of hand-over preparations
- K5 legislation affecting the despatch of goods
- K6 how to deal with customer problems and queries
- K7 how further sales opportunities can be identified and maximised
- K8 the concepts of up-selling, cross-selling and selling add-ons

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Additional Information

Behaviours

1. you are sensitive to customer needs in relation to delivery and receipt of goods
2. you check that all paperwork is complete and accurate
3. you check that the status of the goods is as determined by the order
4. you follow up opportunities to pursue further sales
5. you work within own area of responsibility and limits of authority
6. you refer problems beyond your authority to others with appropriate authority
7. you comply with legislative requirements

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Developed by CFA Business Skills @ Work

Version number 1

Date approved April 2010

Indicative review date April 2012

Validity Current

Status Original

Originating organisation Chartered Institute of Marketing

Original URN S8.4

Relevant occupations
1132 Marketing and sales managers
3542 Sales representatives
7113 Telephone salespersons
7129 Sales related occupations nec

Suite Sales 2010

Key words Sales, sales functions, sales strategy, selling
