

Overview

This standard covers the skills and knowledge required to keep the fitted furniture showroom clean and tidy and then monitoring the area and maintaining it to ensure it remains that way.

Performance criteria

You must be able to:

1. check the showroom at suitable times to confirm area is clean, tidy and free from hazards and obstructions
2. check the showroom at suitable times to confirm merchandise is in a saleable condition and meets company standards for positioning and presentation
3. check the showroom at suitable times to confirm information concerning prices, products and promotions is clearly visible to customers
4. maintain the showroom to the store standard without hindering customers from shopping
5. promptly report problems that could have a negative effect on the customer experience following standard operating procedures
6. report any customer feedback you receive following standard operating procedures

Knowledge and understanding

You need to know and understand:

1. how the layout and appearance of the showroom influences sales
2. company standards for the condition of the showroom in relation to:
 - cleanliness
 - tidiness
 - health and safety
 - positioning, condition and presentation of merchandise
 - positioning of information concerning products, prices and promotions
3. when and how to check the showroom meets company standards
4. how to balance checking the showroom during trading hours with your other duties
5. how to recognise when the condition of the showroom is not satisfactory and how to correct it
6. the right person to contact if you are unable to restore the condition of the showroom to the required standard
7. how to identify realistic ways to improve the condition of the showroom so as to encourage sales
8. how to spot and report problems that could have a negative effect on the customer's shopping experience
9. who you need to tell about any customer feedback you receive

Maintain furniture showroom

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Suite Fitted Furniture Installation

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