

## Overview

This standard covers the skills and knowledge required to provide prices to clients for the supply of fitted furniture products and services. Provision can include quotations in a number of formats:

- verbal and written quotations
- catalogues and price lists
- electronic media including email

Provide quotes to customers

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### Performance criteria

*You must be able to:*

1. gather data required to prepare quotations following standard operating procedures
2. obtain quotations/prices for products and services to be provided by sub-contractors following standard operating procedures
3. calculate costs and prices following standard operating procedures
4. record calculations following standard operating procedures
5. establish appropriate selling price following standard operating procedures
6. identify any unique selling points (USP) and note these following standard operating procedures
7. produce quotation in format required following standard operating procedures

Provide quotes to customers

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## Knowledge and understanding

*You need to know and understand:*

1. company procedures for preparation, production and presentation of quotations
2. where data can be obtained and other sources available
3. products provided by others
4. how product quotes supplied by others are obtained
5. services provided by sub-contractors
6. how service quotes supplied by sub-contractors are obtained
7. how to produce costs and prices
8. standard operating procedures and documentation used
9. supporting documentation available, and when and how to use it
10. where to obtain any supporting documentation required
11. unique selling points for the products/services provided
12. how to present any unique selling points

Provide quotes to customers

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**Developed by** NSAFD

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**Version Number** 2

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**Date Approved** January 2019

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**Indicative Review Date** January 2023

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**Validity** Current

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**Status** Original

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**Originating Organisation** Proskills

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**Original URN** PROFD14

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**Relevant Occupations** Furniture Makers and Other Craft Woodworkers

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**Suite** Fitted Furniture Installation

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**Keywords** Fitted; furniture; quotes; customers

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