PROWB10

Carry out procedures for the sale of stocked materials or products

Overview

Achievement of this standard demonstrates your competence in controlling the sale of stocked materials or products, sometimes termed "Yard sales" or "Cash sales".

You must be able to interpret the customers' requirements, written and/or verbal, confirming if they can be met, giving appropriate instruction for safe collection and to address any problems which can occur.

You must be able to ensure the goods sold are as specified and that appropriate payment is made according to operational procedures.

This standard is suitable for operatives carrying out this activity on all types of materials or products including those from extractive, mineral processing and or manufacturing, mineral or waste storage/transfer facilities.

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Performance criteria

You must be able to:

P1 Correctly interpret the customer's requirements.

P2 Establish and confirm the identity of the customer as being an accepted customer.

P3 Check that goods meeting the customer's requirements are confirmed as available.

P4 Inform the customer of conditions of sale

P5 Give appropriate, accurate instructions to the customer regarding safe and efficient loading/receipt of goods.

P6 Give the customer appropriate health, safety and environmental information in relation to the sold goods

P7 Check the customer has appropriate equipment and transport is suitable for the goods.

P8 Establish a method of payment and payments received/processed

P9 Check that goods purchased meet the specification requested

P10 Complete and process records of purchases

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Knowledge and understanding

You need to know and understand:

K1 Organisational procedures for sales transactions

K2 Methods of confirming the customers identity

K3 How to establish if the customer has an approved method of payment

K4 Procedures to deal with customers without an approved method of payment

K5 Organisational requirements for vehicles entering the site

K6 Operational procedures for vehicle movements on site

K7 Organisational requirements for vehicles leaving the site

K8 The product range available

K9 How to check stock levels available

K10 Reporting procedures when stock is low/unavailable

K11 Procedures to deal with difficult customers

K12 How to identify materials sold

K13 Health, safety and environmental information required by the customer in relation to the materials sold

K14 Reporting and recording arrangements for sold goods

K15 Problems that could occur, and the methods and procedures for resolving/reporting these.

K16 Approved procedures and practices in the context of the operation, the work activity and the workplace environment

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