



**Australian Government**

# **AHCMER303 Sell products and services**

**Release: 1**

## AHCMER303 Sell products and services

### Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

### Application

This unit of competency describes the skills and knowledge required to sell products and services.

All work must be carried out to comply with workplace procedures, work health and safety legislation and codes.

This unit applies to individuals who work under broad direction and use discretion and judgement in the selection and use of available resources.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

### Pre-requisite Unit

Nil.

### Unit Sector

Merchandising and Sales (MER)

### Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Engage customer	1.1 Approach customer in a timely and professional manner 1.2 Use interpersonal skills to engage customer 1.3 Present customers with purchase options that address their needs and assist to identify their preferred option 1.4 Identify personal and professional and legal limitations in addressing customer needs and seek assistance from appropriate personnel

Element	Performance criteria
2. Sell products and services	2.1 Determine prices and quotations on the advice of appropriate personnel and provide to customer 2.2 Complete sales to maximise potential for customer satisfaction 2.3 Identify and respond to opportunities for up selling and repeat sales
3. Maintain products	3.1 Handle and store products safely and efficiently 3.2 Complete documentation and re-ordering 3.3 Review sales techniques to enhance future sales results

## Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

## Unit Mapping Information

This unit is equivalent to AHCMER303A Sell products and services.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>