



Australian Government

CPPSPS3010 Sell swimming pool and spa products and services

Release: 1

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Modification History

Release 1.

Supersedes and is equivalent to CPPSPS3010A.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 6.0.

Application

This unit of competency specifies the skills and knowledge required to sell swimming pool and spa products and services. It involves applying selling skills and knowledge of swimming pool and spa products and services to meet customers' needs.

It applies to swimming pool and spa technicians, and related industry professionals and specialists, with limited supervisory responsibilities who perform their duties alone or as members of a team.

No licensing, legislative, regulatory, or certification requirements apply to this unit of competency at the time of endorsement.

Pre-requisite Unit

Nil

Unit Sector

Swimming pool and spa servicing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Prepare for selling swimming pool and spa products and services.	1.1 Review own swimming pool and spa product and service knowledge. 1.2 Review own knowledge of the types, applications, features and benefits of swimming pool and spa products and services.
2. Determine customer requirements for swimming pool and spa products and services	2.1 Determine and apply type and timing of approach to customer, taking into account customer and workplace requirements. 2.2 Determine and apply appropriate sales approach to customer. 2.3 Apply questioning techniques to determine and confirm

	<p>customer-buying motives for swimming pool and spa products and services.</p> <p>2.4 Apply listening skills to determine and confirm customer requirements for swimming pool and spa products and services.</p> <p>2.5 Interpret customer non-verbal communication cues to determine and confirm customer requirements for swimming pool and spa products and services.</p>
3. Apply sales strategies.	<p>3.1 Match customer motives and requirements to swimming pool and spa products and services.</p> <p>3.2 Clearly communicate features and benefits of swimming pool and spa products and services to customer.</p> <p>3.3 Clearly communicate swimming pool and spa product use and safety requirements to customer</p> <p>3.4 Provide customer with manufacturers' and promotional information on swimming pool products and services.</p> <p>3.5 Refer customer to product and service specialists as required.</p> <p>3.6 Respond to customer questions about swimming pool and spa products and services accurately and honestly or refer to other staff for response.</p>
4. Close sale of swimming pool and spa products and services.	<p>4.1 Identify and monitor customer buying signals and respond appropriately.</p> <p>4.2 Acknowledge customer objections and offer solutions.</p> <p>4.3 Encourage customer to make purchase decisions.</p> <p>4.4 Select and apply appropriate method of closing sale.</p> <p>4.5 Process order and/or payment for swimming pool or spa product or service using ordering or point-of-sale systems, as required.</p>
5. Maximise sale opportunities.	<p>5.1 Identify and maximise opportunities for making additional sales.</p> <p>5.2 Review sales process, outcomes and feedback to develop changes to maximise future sales.</p>

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- reading skills to access and interpret product information for swimming pool and spa products and services
- writing skills to complete information, and sales and delivery documentation for swimming pool and spa products and services
- numeracy skills to interpret routine numerical and graphical information relating to price and specifications of swimming pool and spa products and services
- oral communication skills to ask questions to clarify customer requirements for swimming pool and spa products and services
- technology skills to:
 - use business technologies
 - access swimming pool and spa products information
 - access and update electronic documents
 - search on-line databases.

Unit Mapping Information

Supersedes and is equivalent to CPPSPS3010A Sell swimming pool and spa products and services.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>