



Australian Government

SFLSOP010 Prepare quotations for floristry products

Release: 1

SFLSOP010 Prepare quotations for floristry products

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to calculate costs of custom made floristry products and services and to present quotations to customers. It requires the ability to provide quotations for products and services where business pricing has already been determined. Quotations could be provided face-to-face, via electronic means or over the telephone.

This unit applies to all floristry industry businesses including retail floristry shops, studio or online businesses and those that specialise in corporate or special events. It applies to frontline sales or operations personnel who work with some level of independence and under limited supervision and guidance from others. This includes retail florists, telephone sales agents, e-business sales personnel, studio florists and floral designers.

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

Pre-requisite Unit

Nil

Competency Field

Sales and Operations

Unit Sector

Floristry

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Source information for quotations.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Obtain information on specific customer needs and preferences generated by self or others in the sales process.
- 1.2 Create records to administer customer details and requirements.
- 1.3 Source, select and interpret product and costing information

- to prepare quotation.
- 1.4 Identify missing supplier costs and negotiate according to commercial agreements and relationships, and within scope of individual responsibility.
 - 1.5 Confirm availability of supply and identify alternative sources to allow for accurate calculations.
2. Calculate costs of products and services.
 - 2.1 Calculate commissions or mark up nett costs to determine profitable selling price.
 - 2.2 Calculate any additional taxes, fees and currency conversions.
 - 2.3 Seek information on competitor pricing and make reasonable cost adjustments to ensure a price competitive product.
 - 2.4 Calculate the final customer cost.
 - 2.5 Check calculations against all product and service components.
 - 2.6 Maintain detailed records of calculation method, according to organisational formats.
 3. Provide quotations.
 - 3.1 Prepare quotation to reflect all required customer inclusions.
 - 3.2 Provide quotation to customer according to organisational procedures, formats and customer deadline.
 - 3.3 Offer secondary quotations with options, as appropriate.
 - 3.4 Include accurate details of product and service costs and quotation conditions and limitations.
 - 3.5 Record and file all quotation details.
 4. Amend quotations and issue invoices.
 - 4.1 Adjust and update quotations to take account of changed requests.
 - 4.2 Provide the most up to date quotation to customers inclusive of new conditions and limitations.
 - 4.3 Record and file all details of adjusted quotations.
 - 4.4 Prepare and provide initial and ongoing invoices to customers after acceptance of quotation.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

Skill	Description
Reading skills to:	<ul style="list-style-type: none"> • interpret detailed in-house and supplier product information documents • interpret customer records, sales notes, special requests, product

- and style preferences.
- Writing skills to:
- develop, document and present unambiguous information in a clear style and format.
- Oral communication skills to:
- ask open and closed probe questions and actively listen to discuss and negotiate supplier costs and determine availability of supply.
- Planning and organising skills to:
- prepare quotations in a logical sequence and manage own timing and productivity to complete quotations within deadlines.
- Technology skills to:
- use a computer, keyboard and software programs to prepare and provide quotations and invoices.

Unit Mapping Information

SFLSOP308A Prepare quotations for floristry products

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1fbe7a66-4c60-4b1c-8616-a3e693d9d8b9>