



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:	- 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>

Assessment Requirements for SFLSOP010 Prepare quotations for floristry products

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- prepare and present a total of five quotations; the following five types of custom made products and services must be covered:
 - gifts for annual celebratory days
 - gifts for religious celebrations
 - products and services for a funeral
 - products and services for a party including delivery and on-site assembly
 - themed products for a wedding including delivery and on-site assembly.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- floristry industry and organisational:
 - quotation systems and procedures
 - sources of costs for products and services
 - types of fees charged and sources of fee amounts
 - sources of negotiated cost of supply, contractual arrangements and preferred supplier arrangements
 - commission and mark up rates and procedures
 - sources of information on competitors' key product range
 - formats for and inclusions of quotations and invoices presented to customers
 - invoicing systems and procedures
- primary components of consumer protection laws that relate to the provision of quotations and organisational responsibility for:
 - nominating and charging cancellation fees
 - providing information on potential price increases
 - providing refunds
 - supplying products as described or substituting suitable products when unable.

Assessment Conditions

Skills must be demonstrated in a floristry industry sales environment. This can be:

- an industry workplace
- a simulated industry environment operated within a training organisation.

Assessment must ensure use of:

- computers, printers and email service
- software programs, which can be general or floristry industry specific, used to prepare and provide quotations and invoices
- telephones
- customer briefs on which to quote, including special requests, product and style preferences
- electronic or hard copies of:
 - organisational product information and price lists
 - grower and other supplier brochures, information sheets and price lists
 - negotiated cost of supply, contractual arrangements and preferred supplier arrangements
- template:
 - customer files
 - quotations
 - invoices
- organisational procedures for:
 - preparing and presenting quotations
 - applying mark-ups and commissions
 - charging fees
 - invoicing
- current plain English regulatory documents distributed by government regulators for consumer protection law
- assessment activities that allow the individual to work with commercial speed, timing and productivity to prepare and present customer quotations within nominated deadlines.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- hold a qualification or Statement of Attainment in Floristry which includes this unit of competency or equivalent; and
- have worked as a florist in the industry for at least three years where they have applied this unit of competency or equivalent.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1fbe7a66-4c60-4b1c-8616-a3e693d9d8b9>