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# Model Curriculum

## Retail Sales Specialist cum Cashier

**SECTOR: Retail**  
**SUB SECTOR: Retail operations**  
**OCCUPATION: Store Operations**  
**REF ID: RAS/Q0109, Version 1.0**  
**NSQF LEVEL: 4**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**RETAILERS ASSOCIATION'S SKILL COUNCIL OF INDIA**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: 'Retail Sales Specialist cum Cashier' QP No. 'RAS/Qo1og NSQF Level 4'

Date of Issuance: February 19<sup>th</sup>, 2019

Valid up to: February 10<sup>th</sup>, 2021

\* Valid up to the next review date of the Qualification Pack



Authorised Signatory  
(Retailers Association's Skill Council of India)

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# Retail Sales Specialist cum Cashier

## CURRICULUM/SYLLABUS

This program is aimed at training candidates for the job of a “Retail Sales Specialist cum Cashier”, in the “Retail” Sector/Industry and aims at building the following key competencies amongst the learner.

<b>Program Name</b>	<b>Retail Sales Specialist cum Cashier</b>		
<b>Qualification Pack Name &amp; Reference ID</b>	RAS/Q0109, v1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	11-04-2019
<b>Pre-requisites to Training</b>	10 <sup>th</sup> Standard Pass		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate the skills required to carry out cash point / Point of sale (POS) services</li> <li>• Describe how to identify and follow the point of sale procedures for age-restricted products</li> <li>• Demonstrate the skills required to process customer orders for goods</li> <li>• Demonstrate the skills required to carry out part exchange sale transactions</li> <li>• Illustrate the processes that are outlined for acceptance of credit applications for purchases</li> <li>• Demonstrate the skills required to carry out the activities required to process payments including cash and credit transactions</li> <li>• Describe how to carry out return of goods</li> <li>• Demonstrate how to plan store security</li> <li>• Describe the fundamentals that are defined for complying to health and safety standards</li> <li>• Describe how to demonstrate products to customers</li> <li>• Demonstrate how to assist customers with purchase activities and help them choose the right products</li> <li>• Describe the elements that help increase sales of goods and services</li> <li>• Describe how to provide personalized sales and post-sales service support to customers</li> <li>• Identify the elements that help create positive rapport of oneself and organisation in the customers' mind</li> <li>• Demonstrate the skills and knowledge required to handle customer and service concerns</li> <li>• Demonstrate how to carry out delivery of reliable service</li> <li>• Describe the elements that help enhance customer relationships</li> <li>• Demonstrate the skills and knowledge required to continuously improve customer service</li> <li>• Describe the elements that help to effectively work in a team and organisation</li> </ul>		

This course encompasses 23 out of 23 National Occupational Standards (NOS) of “Retail Sales Specialist cum Cashier” Qualification Pack issued by “Retailers Association’s Skill Council of India”.

S. No	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Service cash point / Point of Sale</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS</b> RAS/N0110</p>	<ul style="list-style-type: none"> <li>Evaluate set up and operations of cash points done by staff.</li> <li>Identify any problems related to routine cash point operations and transactions.</li> <li>Illustrate how to resolve routine cash point operations- and transactions-related problems.</li> <li>Evaluate authorisation of refunds, cheques and credit card payments.</li> <li>Demonstrate how to carry out cash point security procedures.</li> <li>Explain how to create effective plans to resolve unexpected problems at the cash point.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
2	<p><b>Follow point-of-sale procedures for age-restricted products</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS</b> RAS/N0111</p>	<ul style="list-style-type: none"> <li>Demonstrate compliance with organizational policies and legal requirements while asking for proof of age.</li> <li>Illustrate how to check age proof as per organizational and legal requirements for sale of age-restricted products.</li> <li>Demonstrate how to refuse sales of age-restricted products politely as per company policies and procedures and legal requirements.</li> <li>Demonstrate how to communicate types of acceptable proof of age to customers.</li> <li>Explain how to retrieve proof of age from customers as per company procedures.</li> <li>Explain customers the correct amount to be paid.</li> <li>Evaluate the amount and means of</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software;</p>

		<p>payment offered by the customer.</p> <ul style="list-style-type: none"> <li>• Demonstrate how to process the approved payment in line with company procedures.</li> <li>• Explain the process of recording payments accurately and securing payments against theft.</li> <li>• Demonstrate how to offer additional services to customers and treat them politely throughout the payment process.</li> <li>• Demonstrate how to balance needs of paying attention to customers with acknowledging customers who seek help.</li> </ul>	<p>UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
3	<p><b>Process customer orders for goods</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0112</p>	<ul style="list-style-type: none"> <li>• Formulate suitable questions to understand customers' needs.</li> <li>• Point out products as per customers' needs and check for satisfaction.</li> <li>• Describe how to identify the supplier and terms for goods supply.</li> <li>• Explain the process of informing customers about progress in finding the goods they need.</li> <li>• Review customer's identity and credit status as per legal and company norms.</li> <li>• Collect complete order information from the customer and communicate it with relevant person for fulfilment.</li> <li>• Describe the process of providing accurate and timely information to people responsible for issuing the invoice.</li> <li>• Explain, to the right person, the reasons for not processing customer order for goods.</li> <li>• Demonstrate how to inform customers about delayed delivery in a polite manner.</li> <li>• Explain how to secure customers' details and give its access only to authorized person.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
4	<p><b>Process part exchange sale transactions</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p>	<ul style="list-style-type: none"> <li>• Examine the offered items thoroughly and protect from any damage.</li> <li>• Identify correctly the need of any repairs, cleaning and cost involved.</li> <li>• Evaluate the exchange value of the items accurately within company guidelines.</li> <li>• Describe the part-exchange value of the item &amp; its benefits accurately to customers.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price</p>

	<p><b>Corresponding NOS</b> RAS/N0113</p>	<ul style="list-style-type: none"> <li>Explain to the customer politely the reason for ineligibility of the item for part exchange.</li> <li>Demonstrate compliance with company policies and procedures for checking the owner of the item.</li> <li>Evaluate correctly the balance to be paid to the customer.</li> <li>Demonstrate compliance with companies' policy &amp; self-discretion to accept or refuse customers' offer.</li> <li>Describe how to conclude the transaction politely in case the customer refuses to proceed further.</li> <li>Describe correctly the terms and conditions of the sale.</li> <li>Explain the process of completing transaction paperwork.</li> </ul>	<p>tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
5	<p><b>Process credit applications for purchases</b></p> <p><b>Theory Duration</b> (hh:mm) 06:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS</b> RAS/N0114</p>	<ul style="list-style-type: none"> <li>Describe the elements that help identify customer's requirements for credit facilities.</li> <li>Describe the features and terms of credit facilities clearly to the customer.</li> <li>Explain how to support customers throughout the credit application process by giving enough opportunities in case of any information or clarification required.</li> <li>Identify and record accurate data in the documents required to accept customer's credit application.</li> <li>Outline the process of carrying out necessary credit checks and authorization procedures.</li> <li>Demonstrate the process of reporting problems in processing applications to the appropriate person.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
6	<p><b>Process payments towards customer purchases</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p>	<ul style="list-style-type: none"> <li>Calculate accurately the price of purchases made by the customer.</li> <li>Identify solutions for pricing problems, if any, by referring the pricing information.</li> <li>Demonstrate how to seek help from the right person, if unable to resolve any pricing problems.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital</p>

	<p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0115</p>	<ul style="list-style-type: none"> <li>Estimate the correct amount to be paid by the customer.</li> </ul>	<p>transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
7	<p><b>Process cash and credit transactions</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0116</p>	<ul style="list-style-type: none"> <li>Apply company guidelines for setting customer credit limits.</li> <li>Demonstrate how to examine customer accounts regularly for payments, investigate for missed payments, and record information.</li> <li>Describe the elements that help identify customers who go over their credit limits and communicate the findings to the right person and deal accordingly.</li> <li>Evaluate payments received from the customer.</li> <li>Illustrate how to record successful and overdue payments from customers with reasons.</li> <li>Identify problems and escalate them to the right person, if not resolved.</li> <li>Explain how to secure payments in line with company procedures.</li> <li>Evaluate whether charges and credits made to the customer accounts are correct.</li> <li>Describe how to identify problems with customer accounts to find appropriate resolution, and inform the right person about problems if not resolved.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
8	<p><b>Process goods returned by customers</b></p> <p><b>Theory Duration</b> (hh:mm)</p>	<ul style="list-style-type: none"> <li>Illustrate how to politely ask customers about goods to be returned and their reasons.</li> <li>Demonstrate how to apologize to customers if the company is in fault.</li> <li>Describe legal &amp; company</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode</p>



	<p>10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0117</p>	<p>requirements for offering replacements and refunds correctly.</p> <ul style="list-style-type: none"> <li>• Explain to the customer clearly and politely about the actions taken on the returned good and possible charges applied.</li> <li>• Demonstrate how to store the replacement goods safely and follow company procedures for return.</li> <li>• Operate the stock control system &amp; label clearly any goods that are to be returned to the supplier or manufacturer.</li> </ul>	<p>scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
9	<p><b>Help keep the store secure</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS</b> RAS/N0120</p>	<ul style="list-style-type: none"> <li>• Describe the elements that help in reducing security risks within the responsibility and authority.</li> <li>• Demonstrate compliance with company policy and legal requirements when dealing with security risks.</li> <li>• Demonstrate the skills and knowledge required to identify security risks beyond authority or responsibility and report such risks to the right person.</li> <li>• Use standard techniques for personal safety as per organizational policy.</li> <li>• Demonstrate compliance with company policies and procedures to maintain security within or outside the organization.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
10	<p><b>Maintain health and safety</b></p> <p><b>Theory Duration</b></p>	<ul style="list-style-type: none"> <li>• Identify any accidents or emergencies and provide support in compliance with company policy and procedures.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale</p>

	<p>(hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0121</p>	<ul style="list-style-type: none"> <li>• Demonstrate the skills required to follow instructions given by senior and the emergency services.</li> <li>• Use safety equipment correctly and in the right situations.</li> <li>• Use approved lifting and handling techniques with suitable safety measures as per company and manufacturers' instructions.</li> <li>• Explain how to plan route for moving goods in safe and efficient manner.</li> </ul>	<p>(POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad-on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
11	<p><b>Demonstrate products to customers</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0125</p>	<ul style="list-style-type: none"> <li>• Set up a demonstration area and give thorough checks for safety and availability of required equipment and products for demonstration.</li> <li>• Demonstrate products effectively in a logical sequence of steps.</li> <li>• Describe all the features and benefits of the product required to gain the customer's interest.</li> <li>• Describe how to clear any equipment or products after product demonstration and connect with the customer.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad-on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
12	<p><b>Help customers choose right products</b></p>	<ul style="list-style-type: none"> <li>• Explain product features and benefits that attract individual</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product</p>

	<p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0126</p>	<p>customers while discussing products.</p> <ul style="list-style-type: none"> <li>• Compare products in ways that assist customers to select right product.</li> <li>• Examine customers' responses to explanations, and confirm their interest in the product.</li> <li>• Identify opportunities to tell customers about additional products and allow them to evaluate products and ask questions by giving enough time.</li> <li>• Analyze customer objections and questions to promote sales and gain customer's confidence.</li> <li>• Interpret the customer's buying decisions clearly and inform the customer about any rights that may apply.</li> <li>• Explain customers where to make payments for purchases.</li> </ul>	<p>categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
13	<p><b>Provide specialist support to customers facilitating purchases</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0127</p>	<ul style="list-style-type: none"> <li>• Demonstrate polite ways to communicate with customers in order to promote sales and goodwill.</li> <li>• Identify customer needs through information provided by them.</li> <li>• Explain features and benefits of the selected products and promote those that justify customer's needs and the store's need to make sales.</li> <li>• Evaluate the time invested in a customer to match the value of the prospective purchase.</li> <li>• Assess store constantly for safety, security and potential sales while assisting individual customers.</li> <li>• Demonstrate products safely to customers after evaluating the customer's interest, and offering them to use product themselves or ask questions, where appropriate.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standaes for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>

<p>14</p>	<p><b>Maximise sales of goods and services</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0128</p>	<ul style="list-style-type: none"> <li>Analyze and identify promotional opportunities and their potential to increase sales.</li> <li>Explain the potential promotional opportunities to the right person and record relevant data fully and accurately.</li> <li>Explain about promotions in an effective manner.</li> <li>Identify ways to convert promotional sales into regular future sales.</li> <li>Collect relevant and accurate information about promotion effectiveness and communicate this to the concerned person.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
<p>15</p>	<p><b>Provide personalised sales and post-sales service support</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0129</p>	<ul style="list-style-type: none"> <li>Use available customer information to prepare for consultations.</li> <li>Examine work area for cleanliness and ensure all the required equipment are present before starting a consultation.</li> <li>Analyze the customer's interest and create a rapport with the customer during consultation.</li> <li>Prepare questions to understand the customer's buying needs, preferences and priorities, while projecting company's image effectively.</li> <li>Describe about highlights of the recommended products or services and map them with customer's individual needs.</li> <li>Identify opportunities to sell, upsell and cross-sell as per customer's needs.</li> <li>Identify ways to consider customer's consultations to optimize selling time while maintaining good relationships with the client.</li> <li>Demonstrate compliance with company's customer service</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock</p>

		<p>standards while dealing with client.</p> <ul style="list-style-type: none"> <li>• Demonstrate compliance with company's procedures for maintaining client records up-to-date and confidential.</li> <li>• Demonstrate compliance with company's policy and procedures for contacting clients.</li> </ul>	Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
16	<p><b>Create a positive image of self &amp; organisation in the customers mind</b></p> <p><b>Theory Duration</b> (hh:mm) 06:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS</b> RAS/N0130</p>	<ul style="list-style-type: none"> <li>• Demonstrate compliance with organization's standards of appearance and behavior.</li> <li>• Demonstrate respectful and friendly attitude towards customers.</li> <li>• Analyze and identify customers' expectations.</li> <li>• Demonstrate skills that help provide required information to customers about services or products offered by the organization.</li> <li>• Identify ways to respond promptly and effectively to different customer behaviors and customers' questions and comments.</li> <li>• Explain customers any reasons about their unfulfilled needs or expectations.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
17	<p><b>Resolve customer concerns</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS</b> RAS/N0132</p>	<ul style="list-style-type: none"> <li>• Evaluate options for resolving customer service problem.</li> <li>• Analyze the options and identify the best option to resolve a customer service problem after consultation with the team.</li> <li>• Identify different ways to resolve problems, if not able to assist customer.</li> <li>• Explain the options for solving the problem with customers and confirm the agreed option for implementation.</li> <li>• Explain problem resolving steps to the customer for satisfactory resolution and ensure that any promises related to problem solving are kept.</li> <li>• Outline clear reasons to customers when the problem has not been</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software;</p>

		resolved to their satisfaction.	UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet
18	<p><b>Organise the delivery of reliable service</b></p> <p><b>Theory Duration</b> (hh:mm) 06:00</p> <p><b>Practical Duration</b> (hh:mm) 06:00</p> <p><b>Corresponding NOS</b> RAS/N0133</p>	<ul style="list-style-type: none"> <li>Identify ways to deliver a variety of services or products to different types of customers</li> <li>Demonstrate consistency in giving attention to customers.</li> <li>Demonstrate skills required to manage unexpected additional workloads and meet customers' expectations consistently.</li> <li>Evaluate the time invested in customers to keep a balance with the demands of other customers seeking attention.</li> <li>Analyze feedback given by customers about the products or services being offered and respond appropriately.</li> <li>Collect repeated comments made by customers and communicate it further.</li> <li>Identify elements that will help improve service standards as per customer feedback.</li> <li>Analyze service standards.</li> <li>Demonstrate compliance with organizational norms to record and store relevant customer service information accurately.</li> <li>Identify ways to quickly locate relevant customer service information that may help resolve customer's query.</li> <li>Identify accurate customer service information through most suitable method of communication to support the team.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
19	<p><b>Improve customer relationship</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p>	<ul style="list-style-type: none"> <li>Use the best method of communication to meet customers' expectations.</li> <li>Demonstrate skills required to connect with customers to update things not going as per plan or when further information is required.</li> <li>Use appropriate communication to respond to individual customers' feelings.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price</p>

	<p><b>Corresponding NOS</b> RAS/N0134</p>	<ul style="list-style-type: none"> <li>• Explain the reasons to customers in a positive way when their expectations cannot be met.</li> <li>• Identify alternative solutions for customers and the costs and benefits of these to the organisation and to the customers.</li> <li>• Explain the agreed solutions to the customers for implementation.</li> <li>• Identify opportunities and take action to exceed customers' expectations, with the help of colleagues.</li> </ul>	<p>tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
20	<p><b>Monitor and solve service concerns</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS</b> RAS/N0135</p>	<ul style="list-style-type: none"> <li>• Demonstrate compliance with organizational guidelines while responding to customer service problems.</li> <li>• Identify ways to get help from others to resolve customer service problems.</li> <li>• Explain to the customers the actions being taken and check for the customer's comfort.</li> <li>• Explain the problem solving steps to managers and colleagues while solving problems with service systems.</li> <li>• Identify repeated customer service problems.</li> <li>• Analyze the feasible options to handle repeated customer service problems.</li> <li>• Identify the best options to solve repeated customer service problems, balancing customer expectations with the needs of the organization.</li> <li>• Demonstrate skills required to obtain approval from higher authority to change the guidelines in order to reduce repeated customer service problems.</li> <li>• Identify the changes that have been made in the guidelines and work towards the agreed solution.</li> <li>• Explain and update customers about steps being taken to solve any service problems.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad-on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
21	<p><b>Promote continuous improvement in service</b></p>	<ul style="list-style-type: none"> <li>• Use customer feedback to improve customer service and propose changes.</li> <li>• Analyze the effects of proposed changes for customers as well as</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash</p>

	<p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS</b> RAS/N0136</p>	<p>for organization and propose changes in customer service systems.</p> <ul style="list-style-type: none"> <li>• Apply and implement the approved changes as per the organizational guidelines.</li> <li>• Explain the changes being made in the organizational guidelines to people inside and outside the organization.</li> <li>• Assess early reactions to changes and make adjustments.</li> <li>• Collect and record feedback on the effects of changes.</li> <li>• Interpret feedback and share pros and cons of changes with others.</li> <li>• Identify opportunities for further improvement and propose the changes for approval by the authorized person.</li> </ul>	<p>drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
22	<p><b>Work effectively in a retail team</b></p> <p><b>Theory Duration</b> (hh:mm) 09:00</p> <p><b>Practical Duration</b> (hh:mm) 09:00</p> <p><b>Corresponding NOS</b> RAS/N0137</p>	<ul style="list-style-type: none"> <li>• Demonstrate courteous and helpful behavior at all times.</li> <li>• Use opportunities to enhance assistance level offered to colleagues.</li> <li>• Demonstrate skills required to finish all reasonable requests for assistance and complete allocated tasks within timeframe.</li> <li>• Manage to get assistance during difficulties.</li> <li>• Use questioning techniques to clarify instructions or responsibilities.</li> <li>• Demonstrate a non-discriminatory attitude with customers and other staff members.</li> <li>• Demonstrate compliance with standard dress code and presentation according to workplace, job role and customer contact.</li> <li>• Demonstrate compliance with personal hygiene procedures as per organizational policy and legislation.</li> <li>• Interpret workplace information, instructions and procedures relevant to the particular task and act accordingly.</li> <li>• Interpret legal requirements against anti-discrimination, sexual harassment and bullying to act</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full, 1-Half), Dangers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc.); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>



		<p>accordingly.</p> <ul style="list-style-type: none"> <li>• Use questioning techniques to seek workplace information.</li> <li>• Plan daily work routine within the scope of the job role and act accordingly.</li> <li>• Identify tasks and complete them within required timeframes.</li> <li>• Assess work and personal priorities and achieve a balance.</li> </ul>	
23	<p><b>Work effectively in a retail organisation</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> RAS / N0138</p>	<ul style="list-style-type: none"> <li>• Identify elements that help work collaboratively with colleagues.</li> <li>• Identify ways in which support can be extended to colleagues by making realistic commitments.</li> <li>• Identify and suggest suitable alternatives to colleagues if promised work is compromised.</li> <li>• Demonstrate supportive attitude to colleagues when working conditions are difficult.</li> <li>• Identify ways to encourage colleagues to maintain work effectiveness within team.</li> <li>• Identify and explain SMART goals to the right people.</li> <li>• Choose realistic action points and deadlines according to past experiences.</li> <li>• Implement feedback received from seniors to improve self-performance.</li> <li>• Describe ways to encourage colleagues to ask any work-related information or advice and doubts on the information provided.</li> <li>• Demonstrate tasks and procedures in a logical sequence with relevant information.</li> <li>• Discover new opportunities for colleagues to learn new skill and give constructive feedback.</li> <li>• Demonstrate compliance with company's health and safety procedures while working and training others.</li> </ul>	<p>Display Racks (Gondola); Display/Boards/ Standees for product categories and offers (Different Types); Calculator; Stock Almirah; Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions); Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags; VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2); POS Display (LED Lightbox) (1), Signage Board (1), Offers /Policy Signage (2); Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy Software; UV light fake note detecting machine; Posters showing various types of digital payment options such as PayTM, PayPal etc); Sample of Gift Cards/Coupons/Vouchers; Credit Notes to demonstrate sales return; Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice; Stock Inward/Stock Outward register; Dummy EMI / credit scheme calculation sheet</p>
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> (hh:mm) 196:00</p> <p><b>Practical Duration</b> (hh:mm) 196:00</p>	<p><b>Unique Equipment Required:</b></p> <p>Display Racks (Gondola), Display/Boards/ Standees for product categories and offers (Different Types), Calculator, Stock Almirah, Point of Sale (POS) Terminal (Computer, Cash drawer, Receipt printer, Barcode scanner, Card swiping machine to demonstrate cash / credit/ digital transactions), Dummy Products (Products with ad -on accessories such as mobile handsets with ear phones etc.) with barcode, specifications, price tags, VM elements (Mannequins - Full/Half Bust (1 -Full , 1-Half), Danglers (3), Wobblers (3), Hangers (3), Banners /Posters (2), POS Display (LED Light box) (1), Signage Board (1), Offers /Policy Signage (2), Shopping Basket/Shopping Cart; Dummy Fire Extinguishers; Billing Dummy</p>	

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		Software, UV light fake note detecting machine, Posters showing various types of digital payment options such as PayTM, PayPal etc.), Sample of Gift Cards/Coupons/Vouchers, Credit Notes to demonstrate sales return, Customer Feedback Forms; Dummy Stock Transfer Notes / Invoice, Stock Inward/Stock Outward register, Dummy EMI / credit scheme calculation sheet
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**Grand Total Duration: 392 Hours, 0 Minutes**

*(This syllabus/ curriculum has been approved by [Retailers Association's Skill Council of India](#))*

## Trainer Prerequisites for Job role: “Retail Sales Specialist cum Cashier” mapped to Qualification Pack: “RAS/Q0109, Version 1.0”

Sr. No.	Area	Details
1	<b>Description</b>	Individuals in this position are responsible for understanding customer needs and servicing them with desired product offerings contributing to sales. They are responsible for servicing the customer at the cashiering point working cordially within the team and retail organisation.
2	<b>Personal Attributes</b>	Individual in this position should exhibit below mentioned attributes: <ul style="list-style-type: none"> <li>• Should be subject knowledge / matter expert</li> <li>• Effective communication skills and proven integrity, as well as sincerity</li> <li>• Ability to conduct interactive training program and concentrate on details</li> <li>• High sense of thoughtfulness in a habitually active environment</li> <li>• Multi-talented and resourceful ability when handling different tasks</li> <li>• Highly skilled in promoting friendly atmosphere and efficient in managing learners</li> </ul>
3	<b>Minimum Educational Qualification</b>	12th standard pass
4a	<b>Domain Certification</b>	Certified for Job Role: “Retail Sales Specialist cum Cashier” mapped to QP “RAS/Q0109 VERSION 1.0”. Minimum accepted score of 80% or as per RASCI guidelines.
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/ Q2601”. Minimum accepted score of 80% or as per RASCI guidelines.
5	<b>Experience</b>	12th pass with 4 years OR Retail Diploma/Graduate with 2 years’ experience in Retail Store Operations or Sales or Retail Training.

## Annexure: Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>Retail Sales Specialist cum Cashier</b>
<b>Qualification Pack</b>	<b>RAS/Q0109, v1.0</b>
<b>Sector Skill Council</b>	<b>Retailers Association's Skill Council of India</b>

### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/ set of NOS
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on these criteria
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS Total Marks: 100			Marks Allocation		
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
1. RAS/N0110 (To service cash point/ point of sale)	PC1. check at suitable times that staff are setting up and operating cash points correctly.	<b>100</b>	15	7.5	7.5
	PC2. look into and promptly sort out any problems with routine cash point operations and transactions.		10	5	5
	PC3. check whether staff are handling cash and cash equivalents efficiently and in line with approved procedures.		20	10	10
	PC4. authorise any refunds, cheques and credit card payments, accurately and promptly, which need your authorisation.		15	7.5	7.5
	PC5. follow cash point security procedures correctly.		20	10	10
	PC6. develop effective plans to cope with unexpected problems at the cash point.		20	10	10
	<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>	
2. RAS/N0111 (To follow point of sale procedures for age-restricted products)	PC1. follow legal requirements and company policies and procedures for asking for proof of age.	<b>100</b>	5	2.5	2.5
	PC2. make the sale only if customers provide age proof and it meets legal and company conditions, while selling age-restricted products.		5	2.5	2.5
	PC3. follow legal requirements and company policies and procedures for refusing sales.		5	2.5	2.5
	PC4. refuse politely and firmly to make sales that are against the law or any procedures and policies he/she must follow.		10	5	5
	PC5. explain clearly and accurately to customers what proof of age is acceptable.		10	5	5
	PC6. follow company procedures for telling customers how to get proof of age.		5	2.5	2.5
	PC7. tell customers the correct amount to be paid.		5	2.5	2.5
	PC8. check accurately the amount and means of payment offered by the customer.		5	2.5	2.5
	PC9. process the payment in line with company procedures, where the payment is acceptable.		5	2.5	2.5
	PC10. tell the customer tactfully when payment cannot be approved.		10	5	5
	PC11. record payments accurately.		5	2.5	2.5
	PC12. store payments securely and protect them from theft.		5	2.5	2.5

	PC13. offer additional services to the customer where these are available.		5	2.5	2.5
	PC14. treat customers politely throughout the payment process.		10	5	5
	PC15. balance the need to give attention to individual customers with the need to acknowledge customers who are waiting for help		10	5	5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
3. RAS/N0112 (To process customer orders for goods)	PC1. identify customers' needs accurately by asking suitable questions.	<b>100</b>	10	5	5
	PC2. identify the goods that will meet customers' needs and check with customers whether these are satisfactory.		5	2.5	2.5
	PC3. find out who can supply the goods needed and on what terms.		10	5	5
	PC4. keep customers informed of the progress in finding the goods they need.		5	2.5	2.5
	PC5. give customers clear, accurate and complete information about the availability of goods and the terms of supply.		10	5	5
	PC6. follow legal and company procedures for checking the customer's identity and credit status.		5	2.5	2.5
	PC7. follow company policy for offering customer to order goods that are not in stock.		5	2.5	2.5
	PC8. prepare accurate, clear and complete information about the order & pass this information to people responsible for fulfilment.		10	5	5
	PC9. provide accurate, clear, complete and timely information to those responsible for issuing the invoice.		10	5	5
	PC10. tell the right person promptly when he/she cannot process an order and explain the reasons clearly.		10	5	5
	PC11. tell the customer promptly and politely if their order cannot be delivered within the agreed time.		10	5	5
	PC12. store customers' details securely and show them only to people who have a right to see them.		10	5	5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
4. RAS/N0113 (To process part exchange sale transactions)	PC1. inspect the item being offered.	<b>100</b>	10	5	5
	PC2. protect the item from damage while handling it.		5	2.5	2.5
	PC3. identify accurately any repairs and cleaning needed and the costs involved.		5	2.5	2.5
	PC4. work out the exchange value of the item accurately within company guidelines.		5	2.5	2.5
	PC5. explain to the customer clearly and accurately the part-exchange value of the item and the benefits of a part exchange arrangement.		10	5	5

	PC6. tell the customer politely that the item is not acceptable for part exchange, when this applies.		10	5	5
	PC7. treat the customer politely throughout the valuation process.		5	2.5	2.5
	PC8. follow company policies and procedures for checking who owns the item.		5	2.5	2.5
	PC9. work out accurately the balance to be paid by the customer on the item he/she wants to buy.		10	5	5
	PC10. accept or refuse the customer's offers according to company policies and the discretion he/she is allowed.		7	3.5	3.5
	PC11. end the transaction politely if the customer is not willing to go ahead.		7	3.5	3.5
	PC12. explain clearly and accurately the terms and conditions of the sale.		7	3.5	3.5
	PC13. fill in the paperwork for the transaction.		7	3.5	3.5
	PC14. treat the customer politely throughout negotiations.		7	3.5	3.5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
5. RAS/N0114 (To process credit applications for purchases)	PC1. identify the customer's needs for credit facilities.	<b>100</b>	15	7.5	7.5
	PC2. explain clearly to the customer the features and conditions of credit facilities.		20	10	10
	PC3. provide enough time and opportunities for the customer to ask for clarification or more information.		15	7.5	7.5
	PC4. fill accurate data in the documents needed to allow the customer to get credit.		20	10	10
	PC5. carry out the necessary credit checks and authorisation procedures successfully.		15	7.5	7.5
	PC6. refer difficulties in processing applications to the right person.		15	7.5	7.5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
6. RAS/N0115 (To process payments towards customer purchases)	PC1. identify accurately the price of purchases.	<b>100</b>	25	12.5	12.5
	PC2. sort out promptly any pricing problems by referring to pricing information.		25	12.5	12.5
	PC3. seek advice promptly from the right person when he/she cannot sort out pricing problems himself/herself.		25	12.5	12.5
	PC4. work out accurately the amount the customer should pay.		25	12.5	12.5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
7. RAS/N0116 (To process cash and credit transactions)	PC1. follow company guidelines for setting customer credit limits.	<b>100</b>	5	2.5	2.5
	PC2. check customer accounts accurately and at suitable intervals to check that payments are up to date.		5	2.5	2.5
	PC3. investigate promptly reasons for missed payments and accurately record the findings.		5	2.5	2.5
	PC4. identify customers who go over their credit limits and report the findings promptly		10	5	5

	to the right person.				
	PC5. act promptly and within company guidelines to deal with customers who go over their credit limits.		5	2.5	2.5
	PC6. report to the right person the results of the action taken to deal with customers who go over their credit limits		10	5	5
	PC7. check whether payments from customers are valid and accurate.		5	2.5	2.5
	PC8. record payments from customers promptly and accurately.		5	2.5	2.5
	PC9. record clearly and accurately the reasons why payments are overdue.		5	2.5	2.5
	PC10. identify problems accurately and sort them out promptly.		5	2.5	2.5
	PC11. tell the right person promptly about any problems that he/she cannot sort out.		10	5	5
	PC12. store collected payments securely and in line with company procedures.		5	2.5	2.5
	PC13. check whether charges made to customer accounts are correct.		5	2.5	2.5
	PC14. check whether credits made to customer accounts are correct.		5	2.5	2.5
	PC15. identify and sort out problems with customer accounts.		5	2.5	2.5
	PC16. tell the right person about problems with customer accounts that he/she cannot sort out or that are beyond his/her responsibility and control.		10	5	5
	<b>Total</b>		<b>100</b>	<b>50</b>	<b>50</b>
8. RAS/N0117 (To process goods returned by customer)	PC1. check clearly and politely with the customer what goods they want to return and their reasons.		10	5	5
	PC2. apologise promptly if the company appears to be at fault.		5	2.5	2.5
	PC3. follow legal & company requirements for offering replacements and refunds, and explain these to the customer clearly & politely.		5	2.5	2.5
	PC4. explain to the customer clearly and politely the action to be taken, and any charges that apply.		10	5	5
	PC5. pick out accurately the replacement goods and follow company procedures for preparing them to be sent out.	<b>100</b>	10	5	5
	PC6. explain to the customer accurately, clearly and politely the arrangements for returning the unwanted goods.		10	5	5
	PC7. check accurately the type, quantity and condition of returned goods.		10	5	5
	PC8. give accurate and complete information to the person who can raise a credit note or refund the payment.		10	5	5
	PC9. update the stock control system promptly, accurately and fully.		10	5	5
	PC10. label clearly any goods that are to be returned to the supplier or manufacturer.		10	5	5



	PC11. move returned goods to the correct place and position unsaleable goods separately from sales stock.		10	5	5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
9. RAS/N0120 (To help keep the store secure)	PC1. Take prompt and suitable action to reduce security risks as far as possible, where it is within the limits of his/her responsibility and authority to do so.	<b>100</b>	15	7.5	7.5
	PC2. Follow company policy and legal requirements when dealing with security risks.		20	10	10
	PC3. Recognise when security risks are beyond his/her authority and responsibility to sort out, and report these risks promptly to the right person.		15	7.5	7.5
	PC4. Use approved procedures and techniques for protecting personal safety when security risks arise.		20	10	10
	PC5. Follow company policies and procedures for maintaining security while working.		15	7.5	7.5
	PC6. Follow company policies and procedures for making sure that security will be maintained when he/she goes on breaks and when he/she finishes work		15	7.5	7.5
			<b>Total</b>	<b>100</b>	<b>50</b>
10. RAS/N0121 (To maintain health and safety)	PC1. notice and correctly identify accidents and emergencies.	<b>100</b>	5	2.5	2.5
	PC2. get help promptly and in the most suitable way.		10	5	5
	PC3. follow company policy and procedures for preventing further injury while waiting for help to arrive.		5	2.5	2.5
	PC4. act within the limits of his/her responsibility and authority when accidents and emergencies arise.		10	5	5
	PC5. follow instructions given by senior staff and the emergency services.		5	2.5	2.5
	PC6. follow company procedures and legal requirements for reducing health and safety risks as far as possible while working.		10	5	5
	PC7. use safety equipment correctly and in the right situations.		10	5	5
	PC8. get advice and help from the right people when he/she is concerned about his/her ability to work safely.		5	2.5	2.5
	PC9. take suitable safety measures before lifting to protect himself/herself and other people.		5	2.5	2.5
	PC10. use approved lifting and handling techniques.		5	2.5	2.5
	PC11. check whether any equipment he/she needs to use is fit for use.		10	5	5
	PC12. use lifting and handling equipment in line with company guidelines and manufacturers' instructions.		5	2.5	2.5
	PC13. plan a safe and efficient route for		5	2.5	2.5

	moving goods.				
	PC14. make sure that he/she understands his/her own responsibilities when he/she asks others to help in lifting and handling operations.		10	5	5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
11. RAS/N0125 (To demonstrate products to customers)	PC1. Prepare the demonstration area and check that it can be used safely.	<b>100</b>	15	7.5	7.5
	PC2. Check whether the required equipment and products for demonstration are in place.		15	7.5	7.5
	PC3. Demonstrate products clearly and accurately to customers.		20	10	10
	PC4. Present the demonstration in a logical sequence of steps and stages.		15	7.5	7.5
	PC5. Cover all the features and benefits he/she thinks are needed to gain the customer's interest.		15	7.5	7.5
	PC6. clear the equipment and products at the end of the demonstration and connect with the customer		20	10	10
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
12. RAS/N0126 (To help customers choose right products)	PC1. Find out which product features and benefits interest individual customers and focus on these when discussing products.	<b>100</b>	10	5	5
	PC2. Describe and explain clearly and accurately relevant product features and benefits to customers.		10	5	5
	PC3. Compare and contrast products in ways that help customers choose the product that best meets their needs.		5	2.5	2.5
	PC4. Check customers' responses to his/her explanations, and confirm their interest in the product.		5	2.5	2.5
	PC5. Encourage customers to ask questions & respond to their questions, comments & objections in ways that promote sales & goodwill.		5	2.5	2.5
	PC6. Identify suitable opportunities to tell the customer about associated or additional products and do so in a way that promotes sales and goodwill.		5	2.5	2.5
	PC7. check the store constantly for security, safety and potential sales whilst helping customers.		10	5	5
	PC8. Give customers enough time to evaluate products and ask questions.		10	5	5
	PC9. Handle objections and questions in a way that promotes sales and keeps the customer's confidence.		10	5	5
	PC10. Identify the need for additional and associated products and take the opportunity to increase sales.		10	5	5
	PC11. acknowledge the customer's buying decisions clearly.		10	5	5
	PC12. explain clearly any customer rights that apply.		5	2.5	2.5

	PC13. Clearly explain to the customer where to pay for their purchases.		5	2.5	2.5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
13. RAS/N0127 (To provide specialist support to customers facilitating purchases)	PC1. talk to customers politely and in ways that promote sales and goodwill.	<b>100</b>	10	5	5
	PC2. use the information given by the customer to find out what they are looking for.		5	2.5	2.5
	PC3. help the customer understand the features and benefits of the products they have shown an interest in.		5	2.5	2.5
	PC4. explain clearly and accurately the features and benefits of products and relate these to the customer's needs.		10	5	5
	PC5. promote the products that give the best match between the customer's needs and the store's need to make sales.		5	2.5	2.5
	PC6. spot and use suitable opportunities to promote other products where these will meet the customer's needs.		5	2.5	2.5
	PC7. control the time he/she spends with the customer to match the value of the prospective purchase.		10	5	5
	PC8. check the store constantly for safety, security and potential sales while helping individual customers.		5	2.5	2.5
	PC9. find out if the customer is willing to see a demonstration.		5	2.5	2.5
	PC10. set up demonstrations safely and in a way that disturbs other people as little as possible.		5	2.5	2.5
	PC11. check whether he/she has everything needed to give an effective demonstration.		5	2.5	2.5
	PC12. give demonstrations that clearly show the use and value of the product.		10	5	5
	PC13. offer customers the opportunity to use the product themselves, where appropriate.		5	2.5	2.5
	PC14. give customers enough chance to ask questions about the products or services he/she is demonstrating to them.		5	2.5	2.5
	PC15. check whether the store will be monitored for security, safety and potential sales while he/she is carrying out demonstrations.		10	5	5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
14. RAS/N0128 (To maximise sales of goods & services)	PC1. Identify promotional opportunities and estimate their potential to increase sales.	<b>100</b>	15	7.5	7.5
	PC2. Identify promotional opportunities which offer the greatest potential to increase sales.		10	5	5
	PC3. Report promotional opportunities to the right person.		15	7.5	7.5
	PC4. Fill in the relevant records fully and accurately.		15	7.5	7.5
	PC5. Tell customers about promotions clearly and in a persuasive way.		10	5	5

	PC6. Identify and take the most effective actions for converting promotional sales into regular future sales.		15	7.5	7.5
	PC7. Gather relevant and accurate information about the effectiveness of promotions, and communicate this information clearly to the right person.		10	5	5
	PC8. Record clearly and accurately the results of promotions.		10	5	5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
15. RAS/N0129 (To provide personalised sales & post- sales service support)	PC1. use available information in the client records to help you prepare for consultations.	<b>100</b>	5	2.5	2.5
	PC2. check whether the work area is clean and tidy and that all the equipment you need is toare in hand before starting a consultation.		5	2.5	2.5
	PC3. create a rapport quickly with the client at the start of the consultation.		5	2.5	2.5
	PC4. talk and behave towards the client in ways that project the company image effectively.		10	5	5
	PC5. ask questions to understand the client's buying needs, preferences and priorities.		5	2.5	2.5
	PC6. check tactfully, where appropriate, how much the client wants to spend.		5	2.5	2.5
	PC7. explain clearly to the client the features and benefits of the recommended products or services and relate these to the client's individual needs.		10	5	5
	PC8. identify suitable opportunities to sell additional or related products or services that are suited to the client's needs.		5	2.5	2.5
	PC9. Make recommendations to the client in a confident and polite way and without pressurising them.		5	2.5	2.5
	PC10. Pace client consultations to make good use of the selling time while maintaining good relations with the client.		5	2.5	2.5
	PC11. Meet the company's customer service standards in your dealings with the client.		5	2.5	2.5
	PC12. Follow the company's procedures for keeping client records up-to-date.		5	2.5	2.5
	PC13. Record client information accurately and store it in the right places in your company's system.		5	2.5	2.5
	PC14. Keep client information confidential and share it only with people who have a right to it.		5	2.5	2.5
	PC15. Keep to clients' wishes as to how and when they may be contacted.		10	5	5
	PC16. Follow the company's policy and procedures for contacting clients.		5	2.5	2.5
	PC17. Tell clients promptly and offer any other suitable products or services, where promises cannot be kept.		5	2.5	2.5

		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
16. RAS/N0130 (To create a positive image of self & organisation in the customers mind)	PC1. meet the organisation's standards of appearance and behaviour.	<b>100</b>	5	2.5	2.5
	PC2. greet customers respectfully and in a friendly manner.		5	2.5	2.5
	PC3. communicate with customers in a way that makes them feel valued and respected.		5	2.5	2.5
	PC4. identify and confirm the customer's expectations.		5	2.5	2.5
	PC5. treat customers courteously and helpfully at all times.		10	5	5
	PC6. keep customers informed and reassured.		5	2.5	2.5
	PC7. adapt his/her behaviour to respond effectively to different customer behaviour.		5	2.5	2.5
	PC8. respond promptly to a customer seeking assistance.		5	2.5	2.5
	PC9. select the most appropriate way of communicating with customers.		10	5	5
	PC10. check with customers that he/she has fully understood their expectations.		5	2.5	2.5
	PC11. respond promptly and positively to customers' questions and comments.		10	5	5
	PC12. allow customers time to consider his/her response and give further explanation when appropriate.		5	2.5	2.5
	PC13. locate quickly information that will help customers.		5	2.5	2.5
	PC14. give customers the information they need about the services or products offered by the organisation.		5	2.5	2.5
	PC15. recognise information that customers might find complicated and check whether they fully understand.		10	5	5
	PC16. explain clearly to customers any reasons why their needs or expectations cannot be met.		5	2.5	2.5
	<b>Total</b>		<b>100</b>	<b>50</b>	<b>50</b>
17. RAS/N0132 (To resolve customer concerns)	PC1. identify the options for resolving a customer service problem.	<b>100</b>	10	5	5
	PC2. work with others to identify and confirm the options to resolve a customer service problem.		10	5	5
	PC3. work out the advantages and disadvantages of each option for customers and the organisation.		10	5	5
	PC4. pick the best option for customers and the organisation.		10	5	5
	PC5. identify for your customer other ways that problems may be resolved if you are unable to help		10	5	5
	PC6. discuss and agree the options for solving the problem with customers.		10	5	5
	PC7. take action to implement the option agreed with customers.		5	2.5	2.5
	PC8. work with others and the customer to make sure that any promises related to		5	2.5	2.5

	solving the problem are kept.				
	PC9. keep customers fully informed about what is happening to resolve problem.		10	5	5
	PC10. check with customers to make sure the problem has been resolved to their satisfaction.		10	5	5
	PC11. give clear reasons to customers when the problem has not been resolved to their satisfaction.		10	5	5
	<b>Total</b>		<b>100</b>	<b>50</b>	<b>50</b>
18. RAS/N0133 (To organise the delivery of reliable service)	PC1. Plan, prepare and organise everything that is needed to deliver a variety of services or products to different types of customers.	<b>100</b>	5	2.5	2.5
	PC2. Organise what he/she does to ensure consistency in giving prompt attention to customers.		5	2.5	2.5
	PC3.Reorganise his/her work to respond to unexpected additional workloads		5	2.5	2.5
	PC4. Maintain service delivery during very busy periods and unusually quiet periods and when systems, people or resources have let you down.		10	5	5
	PC5. meet customers' expectations consistently.		10	5	5
	PC6. Balance the time he/she takes with customers with the demands of other customers seeking attention.		5	2.5	2.5
	PC7. Respond appropriately to customers when they make comments about the products or services being offered.		10	5	5
	PC8. Alert others to repeated comments made by customers.		5	2.5	2.5
	PC9. Take action to improve the reliability of his/her service based on customer comments.		5	2.5	2.5
	PC10.Monitor whether the action taken has improved the service given to customers.		10	5	5
	PC11. Record and store customer service information accurately following organisational guidelines.		5	2.5	2.5
	PC12. Select and retrieve customer service information that is relevant, sufficient and in an appropriate format.		10	5	5
	PC13. locate quickly information that will help solve a customer's query.		5	2.5	2.5
	PC14.Supply accurate customer service information to others using the most appropriate method of communication		10	5	5
	<b>Total</b>		<b>100</b>	<b>50</b>	<b>50</b>
19. RAS/N0134 (To improve customer relationship)	PC1. Select and use the best method of communication to meet customers' expectations.	<b>100</b>	10	5	5
	PC2. Take the initiative to contact customers to update them when things are not going as per plan or when further information is required.		5	2.5	2.5

	PC3. Adapt appropriate communication to respond to individual customers' feelings		10	5	5
	PC4. Meet customers' expectations within the organisation's service offer.		5	2.5	2.5
	PC5. Explain the reasons to customers sensitively and positively when their expectations cannot be met.		10	5	5
	PC6. Identify alternative solutions for customers either within or outside the organisation.		5	2.5	2.5
	PC7. Identify the costs and benefits of these solutions to the organisation and to customers.		10	5	5
	PC8. Negotiate and agree solutions with your customers which satisfy them and are acceptable to the organisation		5	2.5	2.5
	PC9. Take action to satisfy customers with the agreed solution		5	2.5	2.5
	PC10. Make extra efforts to improve his/her relationship with customers.		5	2.5	2.5
	PC11. Recognise opportunities to exceed customers' expectations.		10	5	5
	PC12. Take action to exceed customers' expectations within the limits of his/her authority.		10	5	5
	PC13. Gain the help and support of others to exceed customers' expectations		10	5	5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
20. RAS/N0135 (To monitor and solve service concerns)	PC1. Respond positively to customer service problems following organisational guidelines.	<b>100</b>	10	5	5
	PC2. Solve customer service problems when he/she has sufficient authority.		5	2.5	2.5
	PC3. Work with others to solve customer service problems.		5	2.5	2.5
	PC4. Keep customers informed of the actions being taken.		10	5	5
	PC5. Check with customers whether they are comfortable with the actions being taken.		5	2.5	2.5
	PC6. Solve problems with service systems and procedures that might affect customers before they become aware of them.		5	2.5	2.5
	PC7. Inform managers and colleagues of the steps taken to solve specific problems		5	2.5	2.5
	PC8. Identify repeated customer service problems.		5	2.5	2.5
	PC9. Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option.		10	5	5
	PC10. Work with others to select best options for solving repeated customer service problems, balancing customer expectations with the needs of the organisation		5	2.5	2.5
	PC11. Obtain the approval of somebody		5	2.5	2.5

	with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated.				
	PC12. Action the agreed solution.		10	5	5
	PC13. Keep customers informed in a positive and clear manner of steps being taken to solve any service problems.		10	5	5
	PC14. Monitor the changes that have been made and adjust them if appropriate.		10	5	5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
21. RAS/N0136 (To promote continuous improvement in service)	PC1. Gather feedback from customers that will help identify opportunities for customer service improvement.	<b>100</b>	10	5	5
	PC2. Analyse and interpret feedback to identify opportunities for customer service improvements and propose changes.		5	2.5	2.5
	PC3. Discuss with others the potential effects of any proposed changes for customers and the organisation.		5	2.5	2.5
	PC4. Negotiate changes in customer service systems & improvements with somebody of sufficient authority to approve trial / full implementation of the change.		10	5	5
	PC5. Organise the implementation of authorised changes.		5	2.5	2.5
	PC6. Implement the changes following organisational guidelines.		5	2.5	2.5
	PC7. Inform people inside and outside the organisation who need to know of the changes being made and the reasons for them.		10	5	5
	PC8. Monitor early reactions to changes and make appropriate fine-tuning adjustments.		5	2.5	2.5
	PC9. Collect and record feedback on the effects of changes.		10	5	5
	PC10. Analyse and interpret feedback and share your findings on the effects of changes with others.		5	2.5	2.5
	PC11. Summarise the advantages and disadvantages of the changes.		10	5	5
	PC12. Analyse and interpret the changes to identify opportunities for further improvement.		10	5	5
	PC13. Present these opportunities to somebody with sufficient authority to make them happen		10	5	5
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>
22. RAS/N0137 (To work effectively in a retail team)	PC1. display courteous and helpful behaviour at all times.	<b>100</b>	5	2.5	2.5
	PC2. take opportunities to enhance the level of assistance offered to colleagues.		5	2.5	2.5
	PC3. meet all reasonable requests for assistance within acceptable workplace timeframes.		10	5	5
	PC4. complete allocated tasks as required.		5	2.5	2.5
	PC5. seek assistance when difficulties arise.		5	2.5	2.5



	PC6. use questioning techniques to clarify instructions or responsibilities.		5	2.5	2.5
	PC7. identify and display a non-discriminatory attitude in all contacts with customers and other staff members.		5	2.5	2.5
	PC8. observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.		5	2.5	2.5
	PC9. follow personal hygiene procedures according to organisational policy and relevant legislation.		5	2.5	2.5
	PC10. interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.		5	2.5	2.5
	PC11. interpret, confirm and act on legal requirements in regard to anti-discrimination, sexual harassment and bullying.		10	5	5
	PC12. ask questions to seek and clarify workplace information.		10	5	5
	PC13. plan and organise daily work routine within the scope of the job role.		10	5	5
	PC14. prioritise and complete tasks according to required timeframes.		5	2.5	2.5
	PC15. identify work and personal priorities and achieve a balance between competing priorities.		10	5	5
	<b>Total</b>		<b>100</b>	<b>50</b>	<b>50</b>
23. RAS/N0138 (To work effectively in a retail organization)	PC1. share work fairly with colleagues, taking account of your own and others' preferences, skills and time available.	<b>100</b>	5	2.5	2.5
	PC2. make realistic commitments to colleagues and do what has been promised.		5	2.5	2.5
	PC3. tell colleagues promptly if he/she will not be able to do what has been promised and suggest suitable alternatives.		5	2.5	2.5
	PC4. encourage and support colleagues when working conditions are difficult.		5	2.5	2.5
	PC5. encourage colleagues who are finding it difficult to work together to treat each other fairly, politely and with respect.		5	2.5	2.5
	PC6. follow the company's health and safety procedures while working.		5	2.5	2.5
	PC7. discuss and agree with the right people goals that are relevant, realistic and clear.		10	5	5
	PC8. identify the knowledge and skills needed to achieve his/her goals.		5	2.5	2.5
	PC9. agree action points and deadlines that are realistic, taking account of past learning experiences and the time and resources available for learning.		5	2.5	2.5
	PC10. check his/her progress regularly and, when necessary, change the way of working.		5	2.5	2.5
	PC11. ask for feedback on his/her progress from those in a position to give it, and use		5	2.5	2.5

their feedback to improve his/her performance.			
PC12. encourage colleagues to ask him/her for work-related information or advice that he/she is likely to be able to provide.	5	2.5	2.5
PC13. notice when colleagues are having difficulty performing tasks at which you are competent, and tactfully offer advice.	5	2.5	2.5
PC14. give clear, accurate and relevant information and advice relating to tasks and procedures.	10	5	5
PC15. explain and demonstrate procedures clearly, accurately and in a logical sequence.	5	2.5	2.5
PC16. encourage colleagues to ask questions if they don't understand the information and advice given to them.	5	2.5	2.5
PC17. give colleagues opportunities to practise new skills, and give constructive feedback.	5	2.5	2.5
PC18. check that health, safety and security are not compromised when helping others to learn.	5	2.5	2.5
<b>Total</b>	<b>100</b>	<b>50</b>	<b>50</b>