

COMMERCIAL EMPLOYEE RVCC PROFILE

1. Applies *Control of Stocks Techniques*

Tasks	Knowledge and Skills
Selects and calculates the coverage stocks for the various categories of products, value and days	<ul style="list-style-type: none"> • Numerical calculation • Stock management basic concepts • Valorization of Stocks Fundamentals • Commercial activity specific software • Stock management
Inserts the information on suppliers in a database	<ul style="list-style-type: none"> • Stock management basic concepts • Suppliers databases • Commercial activity specific software • Stock management
Chooses and executes the planning order of importance by supplier	<ul style="list-style-type: none"> • Stock management basic concepts • Suppliers databases • Commercial activity specific software • Stock management
Calculates the minimum stock per product in accordance with the suppliers' delivery deadlines and with the stock rotation	<ul style="list-style-type: none"> • Stock management basic concepts • Numerical calculation • Predefined rules of minimum stocks • Delivery deadlines information maps • Stock security • Commercial activity specific software • Stock management

2. Receives and packs the suppliers' products

Tasks	Knowledge and Skills
<p>Receives the suppliers' products in accordance with the Shipping Plan and based on the request order</p>	<ul style="list-style-type: none"> • Products classification • Suppliers classification • Stock management basic concepts • Commercial documentation: invoices, receipts, purchase orders / contracts • Minimum lifetime of products • Health and Safety at Work standards: movement and handling of cargo in safety; personal protection equipment; prevention of work accidents , maintenance and packaging of products • Commercial activity specific software: stock management
<p>Puts the products received in the respective places</p>	<ul style="list-style-type: none"> • Location and storage facilities • Products characteristics • Organization and optimization of warehouse space in terms of products • Equipment storage • Health and safety at work standards: movement and handling of cargo in safety; personal protection equipment; prevention of work accidents , maintaining and packaging of products • Legislative law on health and safety sector

Participates in inventories, performing the counting and recounting of products, and its registration

- Location and storage facilities
- Products characteristics
- Organization and optimization of warehouse space in terms of products
- Equipment storage
- Health and safety at work standards: movement and handling of cargo in safety; personal protection equipment; prevention of work accidents , maintaining and packaging of products
- Legislative law on health and safety sector

3. Applies exposition techniques and replacement of products at the point of sale

Tasks	Knowledge and Skills
Performs the replacement products according to the replacement plan of the point of sale	<ul style="list-style-type: none"> • Organization and optimization of the sales space • Products characteristics • Products replacement and promotion techniques • Replacement plan • Hygiene, health and safety at work standards
Organizes shelves and islands, exposing the products and its information about their prices	<ul style="list-style-type: none"> • Organization and optimization of the sales space • Products characteristics • Products replacement and promotion techniques • Replacement plan • Hygiene, health and safety at work standards
Places the different signs types and price labels in products for normal and promotional sales	<ul style="list-style-type: none"> • Organization and optimization of the sales space • Products characteristics • Products replacement and promotion techniques • Replacement plan • Price labels, posters, hanging cards
Performs promotional activities of products according to the Promotional Plan of the point of sale	<ul style="list-style-type: none"> • Organization and optimization of the sales space • Products characteristics • Products replacement and promotion techniques • Promotional activities plan • Discounts, vouchers and gifts

4. Applies service to customers and sales techniques at the point of sale

Tasks	Knowledge and Skills
<p>Welcomes customers in the commercial space, identifying their needs</p>	<ul style="list-style-type: none"> • The assistant's profile and functions • The Assistance Process: steps, behaviour and related attitudes • Customers types • Needs diagnosis • Asking questions techniques • Interpersonal communication • Specific vocabulary of the English language • Specific sentences
<p>Displays the products or services and their characteristics, sales conditions and after-sales services</p>	<ul style="list-style-type: none"> • The assistant's profile and functions • The assistance process: steps, behaviour and related attitudes • Customers types • Needs diagnosis • Asking questions techniques • Interpersonal communication • Products/services characteristics • Specific vocabulary of the english language • Specific sentences
<p>Processes the sale to the customer</p>	<ul style="list-style-type: none"> • The assistant's profile and functions • The assistance process: steps, behaviour and related attitudes • Interpersonal communication • Numerical calculation • The commercial establishment's promotional plan • Commercial documentation (checks, invoices / receipts, guarantees, bill of lading) • Specific vocabulary of the english language • Specific software for the commercial activity: payment and billing, equipment and systems applied to businesses

<p>Packages products according to their characteristics and to the customer wishes</p>	<ul style="list-style-type: none"> • The assistant's profile and functions • The assistance process: steps, behaviour and related attitudes • Customers types • Needs diagnosis • Asking questions techniques • Interpersonal communication • Products/services characteristics • Products' packaging and packing techniques • Specific vocabulary of the english language • Specific sentences
<p>Says goodbye to the client according to the kind of farewell defined by the shop</p>	<ul style="list-style-type: none"> • The assistant's profile and functions • The assistance process: steps, behaviour and related attitudes • Customers types • Interpersonal communication • Customers farewell criteria internally defined • Specific vocabulary of the english language • Specific sentences
<p>Performs the opening and closing of the box register</p>	<ul style="list-style-type: none"> • Equipments and systems applied to the commercial activity • Commercial documentation: cash control sheet

5. Applies techniques of telephone assistance to the customer

Tasks	Knowledge and Skills
Applies the kind of welcome established	<ul style="list-style-type: none"> • The assistant's profile and functions • The phone assistance steps and rules • Customers types • Interpersonal communication • Telephonic communication • Specific vocabulary of the english language • Specific sentences
Applies the support to the operator's script in force according to the kind of service	<ul style="list-style-type: none"> • The assistant's profile and functions • The phone assistance steps and rules • Customers types • The support script to the operator • Interpersonal communication • Telephonic communication • Specific vocabulary of the english language • Specific sentences
Says goodbye to the client according to type of farewell defined by commercial enterprise	<ul style="list-style-type: none"> • The assistant's profile and functions • The phone assistance steps and rules • Customers types • The support script to the operator • Interpersonal communication • Telephonic communication • Customers farewell criteria internally defined • Specific vocabulary of the english language • Specific sentences

6. Applies customer loyalty procedures

Tasks	Knowledge and Skills
Monitors the adhesion to the program loyalty	<ul style="list-style-type: none">• Loyalty's concept and objectives• Customers' retention techniques• Customer files and control• Numerical calculation• Tools to assess customers' satisfaction• Specific software for customers' loyalty within the commercial activity

7. Implements procedures for after-sales service

Tasks	Knowledge and Skills
Applies the procedures of the departmental after-sales service concerning guarantees, support and services	<ul style="list-style-type: none"> • Company standards for customer Service: guarantees, support and services • The consumer's Law principles • Interpersonal communication • Specific vocabulary of the English language • Specific sentences
Performs product returns to according to established criteria and conditions	<ul style="list-style-type: none"> • Company standards for customer Service: guarantees, support and services • Numerical calculation • Specific software for the commercial activity: payments and invoices

8. Handles customer complaints in accordance with the procedures

Tasks	Knowledge and Skills
Handles complains applying internal procedures for the complains management	<ul style="list-style-type: none"> • Products characteristics • Customer service processes and standards: guarantees, support and services • The consumer's law principles • Procedures for the complains management • Interpersonal communication • Conflict management concepts • Specific vocabulary of the english language • Specific sentences

9. Fills in commercial documentation

Tasks	Knowledge and Skills
Fills in securities (checks, bills, etc)	<ul style="list-style-type: none">• Sales documentation• Commercial law - contracts and debt obligations• Tax law concepts Knowledge of Commercial calculations
Fills in discount proposals	<ul style="list-style-type: none">• Sales documentation• Commercial law - contracts and debt obligations• Tax law concepts Commercial calculations
Fills in documents related to sales contracts (note order, delivery, invoice, debit note, credit note and receipt)	<ul style="list-style-type: none">• Sales documentation• Commercial law - contracts and debt obligations• Tax law concepts Commercial calculations <ul style="list-style-type: none">• Specific software

