



## ► COURSE VENUE

Ask your consultant to write the course address here

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## ► ON THE DAY

- › Start at 9am, finish at 3pm
- › Just come along and enjoy
- › We provide all course material
- › Tea and coffees are provided
- › There are no formal tests or assessments – so relax
- › Come with an open mind and sense of humour
- › Bring your lunch

## ► NOTE

If you can't attend, please advise your Habit consultant at least one day prior



## ► HOW WILL THIS TRAINING BENEFIT YOU?

The skills and knowledge covered in this course are valued by a wide range of industries and employers.

All businesses are involved in dealing with customers and want all staff to be skilled in a range of critical interactions.

This course enables you to apply for a wide range of customer contact positions including merchandiser, sales representative, hospitality, retail sales, field representatives, as well as delivery drivers. as well as other jobs often requiring aspects of customer contact skills.

## ► ADVANCED SALES AND SERVICE SKILLS

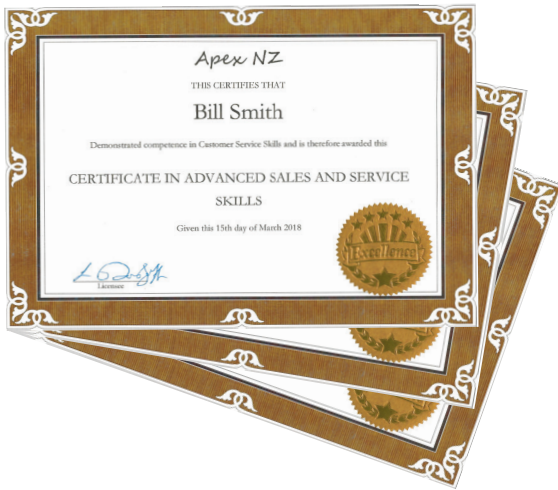


Your Habit Consultants Name is:

Contact Phone Number is:

## FOR MORE INFORMATION

Ring your Habit consultant directly



## ▶ MAKE IT YOURS

- › Gain the Apex NZ Certificate in Advanced Sales and Service Skills

## ▶ YOUR TRAINER

- › Apex NZ trainers are highly trained and educated
- › Handpicked for their industry knowledge and experience
- › Proven in their ability to deliver highly engaging training that responds to the learning needs of course participants
- › Our trainers are friendly and helpful with the sole aim of providing you with a fun and interesting learning experience
- › Come along and enjoy

## ▶ WHAT YOU WILL LEARN

Add value to a company by being able to:

- › Identify customers needs and wants
- › Identify companies unique selling points
- › Use positive body language
- › Use open questions
- › Explain features and sell benefits of a product or service
- › Use an EFTPOS machine to complete a simple sales transaction
- › Deal with a difficult customer
- › Understand the role and duties of a sales rep and merchandiser
- › Plus much more

“Great Presentation - Useful Information”

“Very well taught as I understood everything today”

Participants consistently rate this course as highly interesting, engaging and would recommend it to others

## ▶ SMALL GROUP TRAINING

Apex NZ courses typically have small numbers. This allows us to tailor content and delivery on the day to best suit your needs.

