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| **TRAINING OCCUPATION: RETAIL OPERATIONS (DEPARTMENT)** | | | |
| **CU : CUSTOMER SERVICES** | **Code : DT-010-3:2014-C08** | | |
| **Work Activity 1:** **Handle front end services** | **Duration : 4 Hours** | | |
| **Learning Objectives**  At the end of learning session the apprentice will be able to:   1. List the importance of providing information and shopping facilities such as:    1. Product / promotion information       1. Promotion opening outlet       2. Supplier promotion    2. Shopping basket / trolley    3. Wheelchair and baby stroller    4. Etc. 2. Describe procedure in handling lost and found items below:    1. Recording of lost & found details    2. Check CCTV and record    3. Updating superior on lost & found details    4. Verifying and recording owner / claimer details and return item 3. Explain product quality and functionality such as    1. The usage of this product    2. Quality of the product    3. Etc. | | | |
| **Work Activity 2: Carry out paging activity** | | | **4** |
| **Learning objectives**  At the end of learning session the apprentice will be able to:   1. Understand types of announcement such as:    1. Opening and closing announcement    2. Promotion hour    3. Handle in-house pipe music    4. Customer vehicle issues    5. Event activities    6. Cashiering traffic flow    7. Paging staff 2. List function and features paging system 3. Explain the good practices in handling paging such as:    1. Good voice and clear intonation    2. Follow standard script    3. Correct language    4. Etc. | | | |
| **Work Activity 3 :**  **Arrange delivery / porter service** | | **4** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Understand function and importance of delivery services and confirmation on delivery details such as:    1. Give the delivery date and time.    2. Get the actual address    3. Etc. 2. Describe types of delivery transporter below:    1. In-house    2. Third party    3. Send by parcel | | | |
| **Work Activity 4 : Carry out wrapping services** | | **4** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. List out types of wrapping tools and materials such as:    1. Wrapping paper    2. Cutting tools and stationery    3. Box    4. Reminder sticker    5. Greeting card    6. Ribbon    7. Etc. 2. Understand types of wrapping technique such as:    1. Hamper    2. Fruits basket    3. Normal gift box    4. Etc. 3. List out types of gift wrapping style such as:    1. Japanese    2. Origami    3. Box    4. Tree gift box    5. Etc. | | | |
| **Work Activity 5 : Handle free gift / items redemption** | | **4** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. List types of promotion mechanics such as:    1. Redemption    2. Voucher    3. Stamp / sticker    4. Point collection    5. Contest    6. Etc. 2. Understand terms and condition of each promotion 3. Describe procedure in handling free gift item redemption | | | |
| **Work Activity 6 :** **Handle faulty item exchange** | | **7** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Understand faulty items such as:    1. Warranty coverage    2. Types of faulty       1. Manufacturer defect       2. Delivery fault       3. Customer fault       4. Product recall       5. Expire date    3. Terms and conditions    4. Etc. 2. List procedure in handling faulty item exchange such as:    1. Must have receipt    2. Products in good condition    3. No cash refund , only exchange other goods    4. Etc. | | | |
| **Work Activity 7 :** **Handle customer refund** | | **15** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. List types of refund such as:    1. Cash & voucher refund    2. Credit card / debit card / charge card refund    3. Product recall    4. Etc. 2. Explain product of non refundable such as:    1. Under garments    2. Markdown items    3. Cosmetics product    4. Fresh product    5. Grocery product    6. Top up items    7. Etc. 3. Explain procedure in handling customer refund below    1. Must have receipt / prove where and when they bought the goods    2. Products still in good condition    3. No cash refund , only exchange other goods    4. Must have proper record after changing goods | | | |
| **Work Activity 8 :** **Attend to customer complaints** | | **15** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Understand types of customer complaints such as:    1. Quality issues    2. Service issues    3. Pricing issues    4. Expire issue    5. Damage issue    6. Etc. 2. Describe types of customer character such as:    1. Aggressive    2. Meek customer    3. High roller customer    4. Chronic complainer    5. Barnacle 3. List source of complaints such as:    1. Phone    2. Face to face    3. Email    4. Social media    5. Government department    6. Etc. 4. Describe importance of customer complaints details 5. Describe method of dealing customer complaints such as:    1. Listen and understand    2. Clarify the problem / issues    3. Ask question or input    4. Apologise for the trouble    5. Thanks for raise up issue ( hampers or voucher)    6. Etc.   6. Explain procedure in handling customer complaints | | | |
| **Work Activity 9 :** **Registration of membership card / loyalty card** | | **7** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Understand types of membership card / loyalty card program such as:    1. Primary account    2. Supplementary account    3. VIP account    4. Etc. 2. Describe function and features of card making machine and membership application system such as:    1. How to apply    2. What is the change    3. How to redemption    4. Etc. 3. Explain procedure in handling membership card / loyalty card registration | | | |
| **Work Activity 10 :** **Handle Cut Make Trim (CMT) Service** | | **7** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. List types of CMT such as:    1. Alteration    2. Custom made    3. Etc. 2. List types of custom made product such as:    1. Curtain    2. Sofa cover    3. Blanket    4. Dress / baju melayu    5. Etc. 3. Describe types of alteration such as:    1. Blind stitch    2. Normal stitch    3. French stitch    4. Etc. 4. Explain procedure in handling Cut Make Trim (CMT) service. | | | |
| **Work Activity 11 :** P**repare customer support services reports** | | **4** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Determine customer support services reports format 2. Identify relevant customer support services reports 3. Prepare customer support services preparation report 4. Submit customer support services reports to superior | | | |
| **TOTAL** | | **75 Hours** | |