

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Customer Experience					
TSC	After-sales Service					
TSC Description	Develop, implement and review policies for after-sales procedures to ensure customer satisfaction					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-CEX-1001-1.1	RET-CEX-2001-1.1				
	Pack and hand products to customers and arrange for deliveries if required, communicate product care requirements to customers and any follow-up actions needed on products and services	Monitor and manage after-sales service, customer exchanges, returns and refund with respective departments, suppliers and/or manufacturers.				
Knowledge	<ul style="list-style-type: none"> Types of after-sales service provided by stores Communication skills to establish customers' service requirements Identification of defects or condition of service items Identification of after-sales service requirements for service items Relevant documents to verify products bought from stores Terms and conditions of manufacturers' warranty and/or guarantee Organisational procedures relating to establishing customer after-sales service requirements Organisational safety and security guidelines in handling customers' service items Guidelines and policies on service recovery Organisational procedures relating to concluding after-sales service 	<ul style="list-style-type: none"> Types of after-sales service provided by stores Communication skills to establish customers' service requirements Identification of defects or condition of service items Organisational procedures relating to establishing customer after-sales service requirements, service delivery and service operations Organisational safety and security guidelines in handling customers' service items 				

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<p>Abilities</p>	<ul style="list-style-type: none"> • Establish customers' service requirements • Identify after-sales service requirements • Confirm with customers the service required • Explain to customers the service process and timelines for completion of service items • Arrange for the after-sales service to be carried out • Complete relevant service documentation • Process the after-sales service in accordance with organisational procedures 	<ul style="list-style-type: none"> • Monitor the process and duration of after sale services which are handled within organisational policy and procedures • Co-ordinate product returns and/or exchanges with respective departments, suppliers and/or manufacturers • Resolve escalated after-sales service cases • Highlight unresolved escalated cases to management for resolutions 				
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