

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

TSC Category	Sales and Marketing					
TSC	Sales Closure					
TSC Description	Perform numerical calculations and execute selling strategies to complete sales of products and services to the satisfaction of customers					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-SNM-1001-1.1		RET-SNM-3001-1.1			
	Carry out close sale of products and services to the satisfaction of the customers, complete customer order forms, invoices and receipts and process any loyalty card transactions		Supervise selling strategies amongst employees to close sale of products and services to meet customer satisfaction and recommend complementary products and services to the customers for additional sales by identifying customer's verbal and non-verbal cues			
Knowledge	<ul style="list-style-type: none"> Techniques for closing a sale Types of customer behaviours and cues Types of customer buying motivations including functional and emotional motivations Information on customer demographics, lifestyles and purchasing power Organisational procedures related to closing and processing sales Operation of Point of Sales (POS) equipment Currency exchange rates Information on competitor's products and/or services, local retail businesses, regional and/or global retail scenes 		<ul style="list-style-type: none"> Techniques for closing a sale Range of buyer motives Key competitors and their products Strategies to focus customers on specific merchandises Types of customer behaviours and cues Types of customer buying motivations including functional and emotional motivations Information on customer demographics, lifestyles and purchasing power Organisational procedures related to closing and processing sales 			
Abilities	<ul style="list-style-type: none"> Check to ensure POS terminals, equipment for cashless transactions and document supplies are ready for operation Handle cash float Maintain supplies of cash 		<ul style="list-style-type: none"> Monitor the operational readiness of Point of Sale (POS) terminals, equipment for cashless transactions and document supplies Manage cash float and 			

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	<p>change in POS terminals</p> <ul style="list-style-type: none"> • Carry out close sale of products and/or services transactions • Conclude customers' visits on a positive note • Perform closing of POS terminals and equipment for cashless transactions 		<p>supplies of cash change</p> <ul style="list-style-type: none"> • Monitor closing of POS terminals and equipment for cashless transactions • Prepare collection of cash • Prepare documentation for reporting of cash collection and discrepancies 			
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