

1. Title	Sales and after-sales services
2. Code	EMPDMS301A
3. Range	Assist the company in implementing marketing plans and following up after-sales service for products or engineering services after completion.
4. Level	3
5. Credits	2
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Assist in implementing marketing plans</p> <ul style="list-style-type: none"> ◆ Understand the latest sales methods and techniques ◆ Implement traditional sales methods and techniques and make sales calls ◆ Assist to implement marketing plans, such as identifying target customers ◆ Use road shows to facilitate sales <p>6.2 Assist in after-sales service for products or services after completion of engineering services</p> <ul style="list-style-type: none"> ◆ Understand customers' expectation of products and engineering services ◆ Understand the rights and obligations of customers ◆ Explain the products and engineering services to customers ◆ Handle customer complaints
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <p>(i) Capable to assist in implementing marketing plans to boost product sales and services; and</p> <p>(ii) Capable to assist in after-sales service for products or engineering services after completion.</p>
8. Remarks	This unit of competency is applicable to plumbing sales and marketing practitioners.