## Workplace Assignments

### Research

Select 3 different products/services of your organisation. Who are the suppliers of these products/services? Name each supplier and explain how to go about contacting the supplier for more information about the product/service

Contact the suppliers to ask questions about the benefits, features and advantages of the products/services and note their replies

Attach your written record of the telephone conversation with each supplier.

Based on the information received from the supplier, use the database of clients that exists in your company to identify customers who may be interested in these products/services.

### Work sample

Refer to the previous assignment and prepare an information booklet about each product/service to explain the features, advantages and benefits of each individual product/service.

Attach copies of each booklet to your assignment

Decide how you will approach your clients to interest them in these products/services. Explain the process you will follow, based on the procedures in your organisation.

Contact at least 12 clients about these products/services in order to explain the benefits and features. Make written notes of the clients’ responses and attach these to your assignment.

### Oral presentation

Explain how knowledge of the benefits and features of the products helped you to close sales deals with customers. Use a role play with your facilitator to support your explanation. You will be the contact centre agent and the facilitator will be the customer.

The facilitator will use the observation sheet to evaluate your work.

**Observation sheet**

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| Activity: did the learner | Y | N | Comments |
| Identify the need of the customer through asking questions |  |  |  |
| Explain the benefits of the product to the customer |  |  |  |
| Highlight features that the customer was interested in |  |  |  |
| Know the products/services and the benefits and features |  |  |  |
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| Learner signature | Facilitator signature |
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| Logbook 10324 |
| **Date** | **Assignment No** | **Start** | **Finish** | **Total Hours** |
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