

**SUPERVISE SALES PERFORMANCE**

**LEARNER ASSESSMENT GUIDE**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**U/S 118037**



|  |  |
| --- | --- |
| **LEARNER NAME AND SURNAME:** |  |
| **LEARNER ID NUMBER:** |  |
| **LEARNER CONTACT NUMBER:** |  |
| **EMPLOYER (STORE):** |  |
| **EMPLOYER CONTACT NUMBER:** |  |
| **OVERALL ASSESSMENT OUTCOME**  **(C/NYC):** |  |
| **DATE:** |  |



**CONTENTS**

Registered Unit Standard 118037 ……………………………………….Pg.3

Assessment notification and Assessment Plan ……………………………………….Pg.6

Assessment Plan ……………………………………….Pg.7

Declaration of Assessment Plan ……………………………………….Pg.8

Learner declaration of readiness for assessment ……………………………………….Pg.10

Feedback on Knowledge Questionnaire ……………………………………….Pg.11

Instrument 1: Knowledge Questionnaire:118037 ……………………………………….Pg.12

Feedback on workplace logbook and workplace

activities 118037 ……………………………………….Pg.15

Feedback on Learner Workbook 118037 ……………………………………….Pg.16

Feedback on Practical Application/Observation ……………………………………….Pg.17

Activity guidelines ……………………………………….Pg.18

Investigation evidence checklist ……………………………………….Pg.19

Role players details and signatures: ……………………………………….Pg.20

Assessment Decision/Judgment *attempt 1* ……………………………………….Pg.21

Assessment Decision/Judgment *attempt 2* ……………………………………….Pg.22

Unit standard 118037: Assessment Review ……………………………………….Pg.23

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY**

**REGISTERED UNIT STANDARD:**

# Supervise sales performance

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SAQA US**  **ID** | **UNIT STANDARD TITLE** | | | |
| 118037 | Supervise sales performance | | | |
| **ORIGINATOR** | | **ORIGINATING PROVIDER** | | |
| SGB Retail and Wholesale | |  | | |
| **QUALITY ASSURING BODY** | | | | |
| - | | | | |
| **FIELD** | | | **SUBFIELD** | |
| Field 11 - Services | | | Wholesale and Retail | |
| **ABET BAND** | **UNIT**  **STANDARD TYPE** | **PRE-2009 NQF LEVEL** | **NQF LEVEL** | **CREDITS** |
| Undefined | Regular | Level 4 | NQF Level 04 | 8 |
| **REGISTRATION STATUS** | | **REGISTRATION START DATE** | **REGISTRATION END DATE** | **SAQA**  **DECISION**  **NUMBER** |
| Reregistered | | 2012-07-01 | 2015-06-30 | SAQA 0695/12 |
| **LAST DATE FOR ENROLMENT** | | **LAST DATE FOR ACHIEVEMENT** | | |
| 2016-06-30 | | 2019-06-30 | | |

**Specific Outcomes and Assessment Criteria:**

**SPECIFIC OUTCOME 1**

Explain the effect of sales on the Net Profit of the business.

# ASSESSMENT CRITERION 1

Income statements/profit and loss accounts are used to show the effect of sales on the profits of a business.

**ASSESSMENT CRITERION 2**

The effect of reduced Net Profit on employees is explained.

# ASSESSMENT CRITERION 3

The effect of sales on the organisation and employees is explained to members of the team simply ensuring full understanding by all concerned.

**SPECIFIC OUTCOME 2**

Monitor sales performance.

# ASSESSMENT CRITERION 1

An understanding of budgets and targets for the designated area are explained as applicable to the organisation.

# ASSESSMENT CRITERION 2

Methods of identifying sales for own areas of responsibility are identified as applicable to the organisation.

# ASSESSMENT CRITERION 3

Reports are compiled showing actual sales to budgeted sales are monitored and correctly analysed.

**SPECIFIC OUTCOME 3**

Propose actions to improve sales performance.

# ASSESSMENT CRITERION 1

Methods for improving sales in designated area are explained as they apply to the organisation.

# ASSESSMENT CRITERION 2

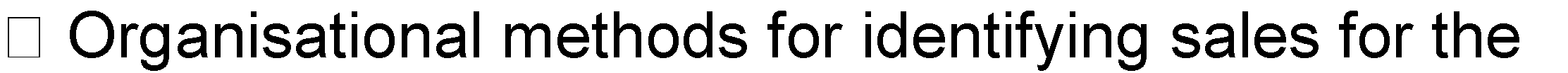
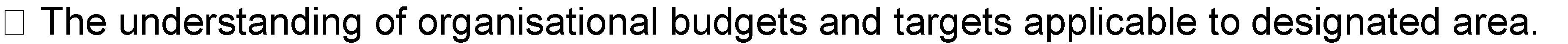
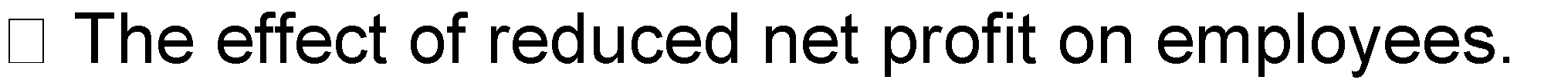
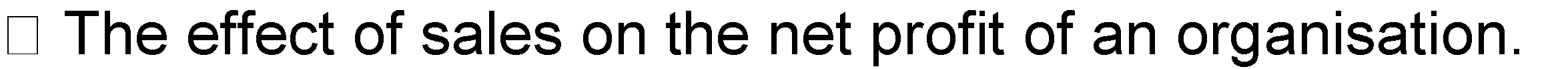
Methods to improving sales in designated area are proposed to management in accordance with organisational procedures.

# ASSESSMENT CRITERION 3

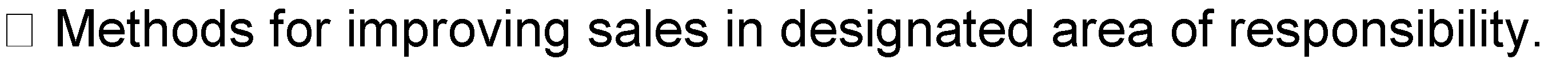
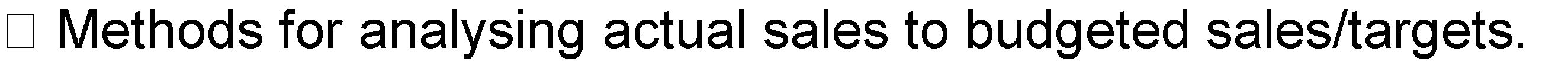
Agreed methods to improve sales are communicated to the team simply ensuring full understanding by all concerned.

# UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE

The demonstrated understanding of:



designated area of responsibility.



**Critical Cross-field Outcomes (CCFO):**

# UNIT STANDARD CCFO IDENTIFYING

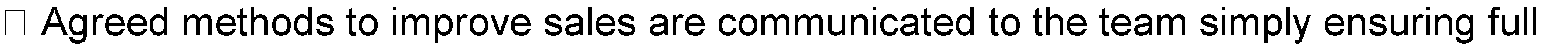
Specific Outcome 2: Monitor sales performance Assessment criteria



analysed.

# UNIT STANDARD CCFO WORKING

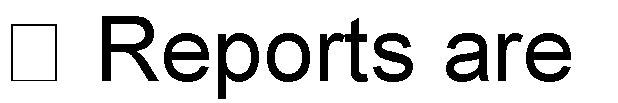
Specific Outcome 3: Propose actions to improve sales performance Assessment criteria



understanding by all concerned.

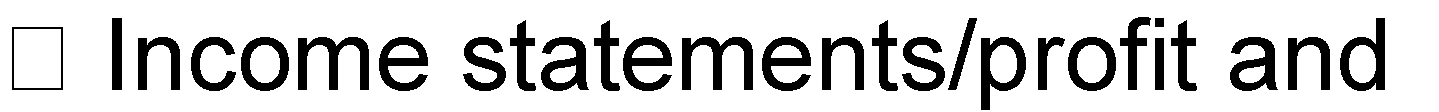
# UNIT STANDARD CCFO ORGANISING

Specific Outcome 2: Monitor sales performance

Assessment criteria  compiled showing actual sales to budgeted sales are monitored and correctly

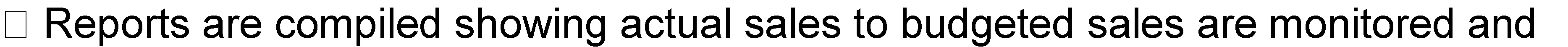
analysed.

# UNIT STANDARD CCFO COLLECTING

Specific Outcome 1: Explain the effect of sales on the Net Profit of the business Assessment criteria  loss accounts are used to show the effect of sales on

the profits of a business.

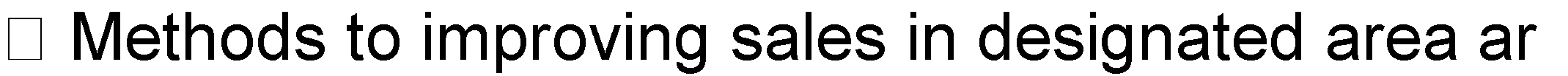
Specific Outcome 2: Monitor sales performance Assessment criteria



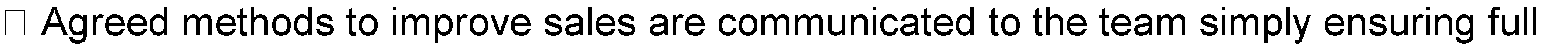
correctly analysed.

# UNIT STANDARD CCFO COMMUNICATING

Specific Outcome 1: Explain the effect of sales on the Net Profit of the business

Specific Outcome 3: Propose actions to improve sales performance Assessment criteria e proposed to management in

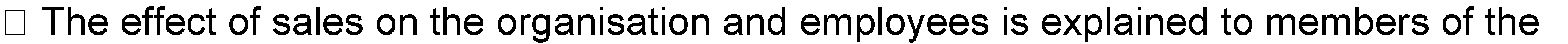
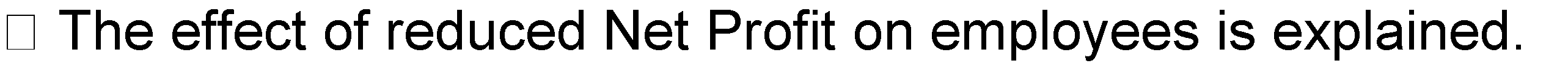
accordance with organisational procedures.



understanding by all concerned.

# UNIT STANDARD CCFO DEMONSTRATING

Specific Outcome 1: Explain the effect of sales on the Net Profit of the business Assessment criteria



team simply ensuring full understanding by all concerned.

# ASSESSMENT NOTIFICATION AND ASSESSMENT PLAN

## 118037: Supervise Sales Performance

This is to notify all Role Players that the Assessment for the above Unit Standard is scheduled to take place as follows:

|  |  |  |
| --- | --- | --- |
| **ASSESSMENT DATE and TIME** | **ASSESSMENT METHODS** | **NOTE TO THE LEARNER** |
|  | **LEARNER WORKBOOK**: Formative Assessment Contains  Activities, a Knowledge Test and Workplace related Activities | **The Facilitator will mark the activities and Knowledge Questionnaire in the Learner Workbook.**  **The Assessor must acknowledge receipt of the Learner Workbook by signing on the cover in the allocated space and must check that all tasks have been completed**  **Workplace evidence MUST be inserted into the Learner Workbook where required. If not, learners have to be requested to provide the evidence.** |
|  | **PRACTICAL APPLICATION/OBSERVATION:**  An observation or Practical Application in the form of: An Observation, Practical Activity or Mini Portfolio. In all cases evidence will have to be submitted | **A structured application will need to take place and you will be evaluated by the Assessor as per the checklists in this Assessment Guide** |
|  | **WORKPLACE LOGBOOK ACTIVITIES:**  Workplace related activities that need to be completed in the workplace and evidence from the workplace needs to be attached as requested – Workplace Coach to sign off the Workplace Log sheet at the end of the Logbook. | **The Assessor is responsible for the co-ordination and completion of ALL the Summative Assessment**  **Instruments in the Assessment Guide**    **Assessor to double check that all the pre-assessment and post-assessment forms are completed and SIGNED by the learner and self.** |
|  | **KNOWLEDGE QUESTIONNAIRE IN THE ASSESSMENT GUIDE**  Test that is written at the end of the training session. This test will not be an open book test. Learners need to prepare for the test by completing the Knowledge Questionnaire in the Learner Workbook |

**6 |** L e a r n e r A s s e s s m e n t G u i d e : 1 1 8 0 3 7

|  |  |  |
| --- | --- | --- |
| **ASSESSMENT PLAN : 118037 Supervise Sales Performance** | | |
| **Assessment Instruments:**  **KT: Knowledge Test in LWBK Note to the Learner**: ALL the Formative and  **KQ: Summative Knowledge Test** Summative Activities must be completed for  **BO: Behavioral Workplace Observation** the Assessor to make a competency decision **LWBK ACT: Learner Workbook Activity**  **WP Act: Workplace Activity in the Workplace Logbook CS: Case Study** | | |
| **Learning outcome AND Assessment**  **Criteria** | **Formative** | **Summative** |
| **SPECIFIC OUTCOME 1:** Explain the effect of sales on the Net Profit of the business. | | |
| AC1: Income statements/profit and loss accounts are used to show the effect of sales on the profits of a business. | LWBK ACT 1    KT Q1 | KQ 1 |
| AC 2: The effect of reduced Net Profit on employees is explained. | LWBK ACT 2    KT Q 2 | KQ 2 |
| AC 3: The effect of sales on the organisation and employees is explained to members of the team simply ensuring full understanding by all concerned. | KT Q 3  LWBK ACT 2 | KQ 3  PRAC APP (point 5) |
| **SPECIFIC OUTCOME 2:** Monitor sales performance. |  |  |
| AC1: An understanding of budgets and targets for the designated area are explained as applicable to the organisation. | LWBK ACT 3  KT Q 4  WPLBK ACT 1 | KQ 4 and KQ 6    PRAC APP  (BO) - 2 |
| AC 2: Methods of identifying sales for own areas of responsibility are identified as applicable to the organisation. | LWBK ACT 4    WPLBK ACT 1 | KQ 7    PRAC APP  (BO) |
| AC 3: Reports are compiled showing actual sales to budgeted sales are monitored and correctly analysed. | LWBK ACT 5    WPLBK ACT 1 | PRAC APP  (BO) - 5 |
| **SPECIFIC OUTCOME 3:** Propose actions to improve sales performance. |  |  |
| AC1: Methods for improving sales in designated area are explained as they apply to the organisation. | LWBK ACT 6  KT Q 6  WPLBK ACT 2 | KQ 7    PRAC APP  (BO) |
| AC 2: Methods to improving sales in designated area are proposed to management in accordance with organisational procedures. | LWBK ACT 6  KT Q7  WPLBK ACT 2 | PRAC APP (BO) - 6 |
| AC 3: Agreed methods to improve sales are communicated to the team simply ensuring full understanding by all concerned. | LWBK ACT 6  WPLBK ACT 2 | PRAC APP  (BO) - 6 |

|  |  |
| --- | --- |
| **DECLARATION AND ACCEPTANCE OF THE ASSESSMENT PLAN** | |
| This is to declare that I, the learner, understand and agree with the Assessment Notification and Plan as documented and explained above: | |
| **LEARNER NAME AND SURNAME:** |  |
| **LEARNER SIGNATURE:** |  |
| **ASSESSOR NAME AND SURNAME:** |  |
| **ASSESSOR ID/REG NUMBER** |  |
| **MODERATOR NAME AND SURNAME:** |  |
| **MODERATOR ID/REG NUMBER:** |  |

## AGENDA AND NOTES FOR PRE-ASSESSMENT MEETING

The following items were addressed at a PRE-ASSESSMENT meeting that was held to bring the Assessment process and requirements to my attention.

|  |  |
| --- | --- |
|  The purpose of this assessment. | To test your knowledge on sales performance in the W&R Sector. |
|  Why I am/our company is embarking on the process of fundamental training and assessments. | It forms part of the greater Level 4 qualification that you may want to be placed on and contributes to your skills in the business and workplace |
|  The roles and responsibilities of learners | Learners are to ensure that quality Portfolio tasks (Exercises) are submitted timorously and that constructive facilitator or assessor feedback is considered favorably |
|  The use of unit standards and selecting appropriate unit standards. | The unit standards as indicated fall within the scope of the Learning Programme that you are registered for |
|  Collecting relevant evidence. | Facilitators will assist in guidelines to create and or collect the relevant evidence, learners must comply to these guidelines to ensure successful delivery |
|  The observation process (Practical activity in own store) | The required workplace observation will be observed by the Assessor and/or the Workplace coach |
|  How feedback will be handled. | Feedback will be given to the learner by the Facilitator but the final feedback on determining competency will be distributed via e-mail, fax or given to learners by the Assessor after which a Moderator will moderate the assessments |
|  Agreement of the assessment plan. | The training and assessments has been scheduled to form part of the same process. Please sign the confirmation on the Assessment Plan Page |
|  The APPEALS and disputes procedure. | If a learner is unhappy with any part of the process and feels that he/she has been disadvantaged in achieving competency for this section, an appeal can be submitted to the Training Provider. An Appeals Application can be retrieved from the Training Provider (Facilitator) or Assessor |
|  Who else is involved in the assessment process | Role Players: Facilitator, Peers, Assessor/Moderator and the learner |
|  REVIEW of all the above issues to ensure understanding. | The learner has the opportunity to complete the REVIEW form attached to this Assessment guide for the purpose of making constructive comment on the processes followed in this section. |
| **Learner Acknowledgement: I declare that I understand the Assessment Guidelines and Instruments as discussed with me by the Assessor** | **Signature:** |

**Note to the Learner**:

Although an in-depth Pre-Assessment Meeting will have been held during the Learner Induction Session, the Assessor will re-iterate the above points with you

Assessors will ask you again if they have questions or concerns regarding the assessment. You must sign acknowledgement

## LEARNER DECLARATION OF READINESS FOR ASSESSMENT

***(To be signed on the day of the Summative Assessment/Questionnaire)***

DECLARATION: I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (learner name and surname), declare that I am ready to be assessed on the unit standard 118037, as indicated in this assessment guide. I declare that I clearly understand the assessment procedures as explained to me by the assessor and facilitator.

SIGNATURES:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LEARNER SIGNATURE DATE

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ASSESSOR SIGNATURE DATE

**Note to the Learner**

You need to sign the declaration of readiness on the day of the Knowledge Questionnaire declare that they are ready to be assessed.

Feedback: The Assessor will provide feedback on the provided feedback sheet for the 1st and 2nd attempt. Ensure that you sign off and date the feedback

## FEEDBACK ON KNOWLEDGE QUESTIONNAIRE: 118037 Supervise Sales Performance

|  |  |
| --- | --- |
|  |  |
| NAME OF LEARNER: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| DATE: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **TOTAL OF TEST: \_\_\_\_\_\_\_\_/ 42 = \_\_\_\_\_\_\_\_\_\_\_%** | |

|  |
| --- |
| **FEEDBACK: Attempt 1:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET      COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |
| --- |
| **FEEDBACK: Attempt 2:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET    COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  ------------------------------------------------------------------------------------------------------------------------    Moderator Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Comment:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

INSTRUMENT 1: KNOWLEDGE QUESTIONNAIRE: Supervise

Sales Performance: 118037

1. Using the income statement provided below, answer the questions that follow:

**INCOME STATEMENT SAMPLE INDUSTRIES YEAR END 2007**

R R

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Sales (turnover)  **LESS**  Cost of sales / (Variable costs)  (eg. Retail: Opening stock plus purchases - Closing stock) | | | |  |  |  |  |  |  | 250 000 |
| (i.e. 0\* + R80 000 - R10 000)  **= Gross Profit**    **LESS**  Expenses (overheads or fixed costs) | |  |  |  |  |  |  | 70 000    85 996  22 000   1. 000 2. 000   28 000  20 000  3 000  2 796  400  300  1 000   1. 000   250  250   1. 000 |  | **180 000**  **59 008**  (2) |
| Rent  Telephone  Vehicle (travelling)  Owner's salary  Wages  Water and electricity  Interest  Advertising  Bank charges  Accounting fee  Insurance  Licence  Legal costs  Depreciation    **Total Expenses**    **Net Income** |  |
| **120 992** | |
| a. What is Sample Industries, Net Income for year end 2007? | | | | | | | |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ b. What is Sample Industries gross profit for year end 2007? (2)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ c. Identify the 3 highest expenses that sample industries incurred in 2007? (3)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ d. Identify the 3 lowest expenses that sample industries incurred in 2007? (3)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What 3 resources could improve Net Profit? (3)

**Resources**

1. What 4 effects could sales have on an organization? (4)

Effects

1. What is a budget? (3)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Name 10 expenses that could be included in a budget? (10)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What is a target? (3)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Name and explain 3 methods that could be used to improve sales? (9)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**FEEDBACK ON WORKPLACE LOGBOOK AND WORKPLACE ACTIVITIES 118037:**

## Supervise Sales Performance

NAME OF LEARNER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| **FEEDBACK: Attempt 1:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET      COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |
| --- |
| **FEEDBACK: Attempt 2:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET    COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_      Moderator Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Comment:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**FEEDBACK ON LEARNER WORKBOOK**

**118037: Supervise Sales Performance**

NAME OF LEARNER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| **FEEDBACK: Attempt 1:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET      COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |
| --- |
| **FEEDBACK: Attempt 2:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET    COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_      Moderator Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Comment:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |
| --- |
| **FEEDBACK ON PRACTICAL SALES APPLICATION/INVESTIGATION** |
| **118037: Supervise Sales Performance** |
|  |

NAME OF LEARNER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |
| --- |
| **FEEDBACK: Attempt 1:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET      COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |
| --- |
| **FEEDBACK: Attempt 2:**    REQUIREMENTS MET REQUIREMENTS NOT YET MET    COMMENT/ ACTION:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    SIGNATURES:    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Assessor Learner    DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_      Moderator Name and Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Comment:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    Moderator Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**ACTIVITY GUIDELINES:**

You are expected to start with the investigation of a sales team in your own workplace. You have one month to complete this investigation.

### **SALES TEAM INVESTIGATION & APPLICATION**

1. Select a Sales Team in your store
2. Monitor the sales of the team for the period of a week – you can make a printout of the sales team off your store’s system if your store’s system shows departmental sales figures
3. Record and consolidate the team’s actual sales in the form of a table against their target – you can highlight the actual sales on the printout if you can print such a report off your store’s system.
4. Draft a graph to depict the week’s results – you can use Excel to create your table and graph or hand draw the graph neatly
5. Write a brief report of your findings – make sure your Report reflects the following:
   * heading
   * your name
   * clear purpose
   * method used to investigate the sales team
   * specific and/or interesting observations that were made during the week
   * outcome of the sales investigation
   * the effect of the sales figures and achievements on the store and its employees

**Make a copy of your report and circulate this to the team members**.

1. You are required to communicate the proposed methods for improvement to the sales team in written format. Decide on a suitable written format and circulate this to the team. Insert your communique as part of this Mini Portfolio.

1. Insert all the evidence into your provided folder – ensure that you mark (headings and labels) all evidence clearly so that the Assessor can identify each component of this task clearly

***Use the checklist below to ensure that all the required evidence is collected and collated. The Assessor will use the same checklist to evaluate your submission.***

**NOTE TO THE ASSESSOR:**

Some stores have electronic systems. In most cases they will have printed from this system a five- or seven days SALES REPORT that will show the sales staff’s performance for those days. Learner can then use these figures to draw a graph or to draft a graph in EXCEL.

Some learners choose to write their brief report on this printout – this can be accepted

If their store’s sales cycle works on less than five or seven days – this can also be accepted

Learners MUST have completed ALL the components as per the table and description above.

## INVESTIGATION EVIDENCE CHECKLIST

|  |  |  |  |
| --- | --- | --- | --- |
| Outcomes | Score | Comment | Completed  RM or  RNYM |
| Identify a sales staff team, in the case where you are not part of a sales team with set targets for yourself (Example Cell phones or High Tech team) |  |  |  |
| **Record their sales** at the end of each day for the indicated period:  Monday  Tuesday  Wednesday  Thursday  Friday    If your store’s sales cycle work on more or less than five days, that will also be accepted  This can be a printout off the store’s system  Tabulate this information even if you do have a store printout |  |  |  |
| Enquire what the sales staff **members target** is for each day  This can be highlighted and labelled on the store’s system printout and tabulated |  |  |  |
| Draw up a **table to display the actual sales results** against the targeted sales  Even if the store has a print out, it must be clearly labelled on the system printout as the printout will have headings at the top and then inserted into the information table |  |  |  |
| Draw a **graph** displaying the results of the above report table  Can be hand drawn or done in Excel |  |  |  |
| Write a **Report i**n written format on the outcome of your investigation  Write a report on your findings from the week’s sales figures |  |  |  |
| Written Communique to communicate the proposed methods for improvement to the sales team |  |  |  |

**ROLE PLAYERS DETAILS AND SIGNATURES:**

|  |  |  |
| --- | --- | --- |
|  | **Name and Surname** | **Signature** |
| Sales Team Member 1: |  |  |
| Sales Team Member 2: |  |  |
| Sales Team Member 3: |  |  |
| Sales Team Member 4: |  |  |
| Sales Team Member 5: |  |  |
| Sales Team  Supervisor/Coach: |  |  |
| Learner: |  |  |
| Assessor: |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **ASSESSMENT DECISION/JUDGEMENT *ATTEMPT 1***  **Supervise Sales: 118037** | | | |
| **Item** | **Specific**  **Outcomes** | **REQUIREMENTS**  **MET (****)** | **REQUIREMENTS**  **NOT YET MET (X)** | **Comment /Action** |
| 1. | SO 1 |  |  |  |
| 2. | SO 2 |  |  |  |
| 3. | SO 3 |  |  |  |

The Evidence that the learner has provided is:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **YES** | **NO** | **Comment/ Action where required** |
| Valid |  |  |  |
| Relevant |  |  |  |
| Current |  |  |  |
| Sufficient |  |  |  |
| Authentic |  |  |  |

**Competent Not yet Competent:**

|  |
| --- |
| **DECLARATION BY LEARNER** |
| I declare that I am satisfied that the feedback given to me by the Assessor was relevant, sufficient and done in a constructive manner. I accept the assessment decision. |

**Signatures:**

|  |  |  |
| --- | --- | --- |
| **Learner:** |  | **Date:** |
| **Assessor:** |  | **Assessor Reg. No.** |
| **Moderator:** |  | **Moderator Reg. No.** |
| **Moderator Comment:** |  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **ASSESSMENT DECISION/JUDGEMENT *ATTEMPT 2***  **Supervise sales: 118037** | | | |
| **Item** | **Specific**  **Outcomes** | **REQUIREMENTS**  **MET (****)** | **REQUIREMENTS**  **NOT YET MET (X)** | **Comment /Action** |
| 1. | SO 1 |  |  |  |
| 2. | SO 2 |  |  |  |
| 3. | SO 3 |  |  |  |

The Evidence that the learner has provided is:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **YES** | **NO** | **Comment/ Action where required** |
| Valid |  |  |  |
| Relevant |  |  |  |
| Current |  |  |  |
| Sufficient |  |  |  |
| Authentic |  |  |  |

**Competent Not yet Competent:**

|  |
| --- |
| **DECLARATION BY LEARNER** |
| I declare that I am satisfied that the feedback given to me by the Assessor was relevant, sufficient and done in a constructive manner. I accept the assessment decision. |

**Signatures:**

|  |  |  |
| --- | --- | --- |
| **Learner:** |  | **Date:** |
| **Assessor:** |  | **Assessor Reg. No.** |
| **Moderator:** |  | **Moderator Reg. No.** |
| **Moderator Comment:** |  | |

|  |  |
| --- | --- |
| **NAME AND SURNAME OF LEARNER** |  |
| **NAME AND SURNAME OF ASSESSOR** |  |

***NOTE: Should you select NO, please comment and/or make a suitable suggestion***

|  |  |  |  |
| --- | --- | --- | --- |
| **UNIT STANDARD 118037: Supervise Sales Performance LEARNER and ASSESSOR ASSESSMENT REVIEW** | | | |
|  | ***LEARNER*** | **ASSESSOR** |  |
| Questions | Yes/No | Yes/No | Comments/ Recommendations |
| 1. Was the assessment process explained? |  |  |  |
| 2. Were special needs considered during the assessment process? |  |  |  |
| 3. Were all the assessment guides and documents prepared for the assessment? |  |  |  |
| 4. Was the assessment valid? |  |  |  |
| 5. Was the assessment conducted in a fair manner? |  |  |  |
| 6. Was the assessment process transparent and open? |  |  |  |
| 7. Was the assessment activities understood clearly? |  |  |  |
| 8. Was the assessment process well Managed? |  |  |  |
| 9. Was the assessment process approached positively? |  |  |  |
| 10. Was feedback sufficient and relevant and given in a professional manner feedback? |  |  |  |
| 11. Was the feedback constructive?  (Did it help to fix problems and close gaps if there were any) |  |  |  |
| 12. Was sufficient guidance relating to the collection of workplace evidence provided from the various role players? |  |  |  |
| 13. Did you experience any weakness in the way that the assessment process unfolded? |  |  |  |
| 14. According to you, do you think that you have learnt from the assessments that were conducted? |  |  |  |

**Signatures:**

|  |  |  |
| --- | --- | --- |
| **Learner:** |  | **Date:** |
| **Assessor:** |  | **Assessor Reg. No.** |
| **Moderator:** |  | **Moderator Reg. No.** |

## *PARTICIPANTS*

