

EXPAND YOUR HORIZON

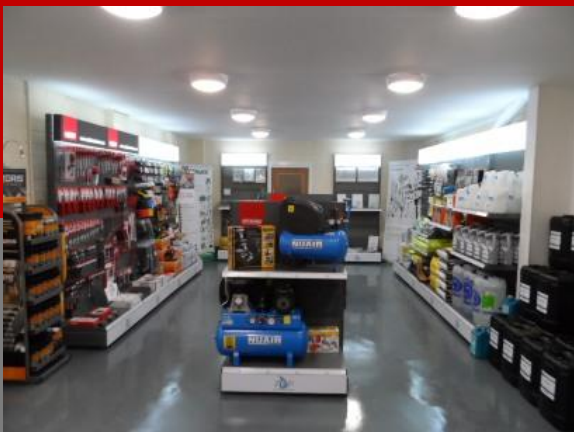
TRADE SUPPLIER – LEVEL 2

COMBINE SKILLS & KNOWLEDGE *with* REAL-WORK ENVIRONMENTS

Trade Suppliers play a vital role in ensuring an efficient flow of goods and services between manufacturers and their skilled trade customer base. They operate in a variety of sectors including electrical, plumbing, joinery and general building supplies.

Typically, a Trade Supplier will operate a small warehouse and trade counter, which is visited regularly by professional trade customers who have technical knowledge about what they are buying. Trade Suppliers can specialise in roles in a trade business environment, which may include sales, purchasing, account management, logistics and administration.

Trade Suppliers will be dealing with customer sales at the trade counter and over the telephone, and will understand incoming deliveries, stock control and despatch. They will be familiar with processing customer orders and taking delivery of goods and the basic administration related to these functions. A key element of their role will be to have technical knowledge of the products and services offered together with the bespoke systems and equipment used in their trade business. They will communicate with a wide variety of internal and external customers to build relationships and provide a high quality service that encourages repeat business.



MAKE TRAINING COUNT

Go beyond the classroom.

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OCCUPATION SKILLS

- communicating confidently to internal and external customers about the company and how it operates
- identifying and communicating with the relevant person if a threat or risk to the business is identified
- using appropriate techniques and forms of communication to put customers at ease and gain their trust.
- delivering customer service that exceeds customer expectations
- identifying customer requirements and referring them onwards in an appropriate manner
- assisting customers in exploring product ranges and alternative and complementary products and services, based on the fundamental underpinning product knowledge
- identifying the customers' requirements, matching them to the trade supplier's products and services
- delivering accurate product information, to enable the customer to make a decision on products and services and know how to access the detailed technical specification of a product when required.
- securing a trade sale using appropriate selling techniques, both face to face and on the telephone, and methods to complete the transaction.
- applying basic merchandising techniques used within the business.
- applying the key principles of selling in a trade supplier environment, using a variety of methods, which may include unique selling points, upselling, and link selling to secure and complete sales transactions.
- communicating with customers using various methods and systems appropriate to the situation
- applying the key principles of administration and working practices to accurately prepare, store, communicate and process businesses documentation.
- processing information, to the key standards of data protection, security and intellectual property rights.
- processing and recording the receipt, storage, assembly and despatch of goods.
- receiving stock, despatching customer orders and processing returns in line with company processes.
- loading /unloading of supplier and contractor vehicles
- using technology appropriately and efficiently in line with business policy, e.g. PoS (point of sale) machines, PCs
- demonstrating the use of various technologies, e.g. bespoke/in house or off the shelf software packages to others.
- complying with legal requirements to minimise risk and build customer confidence.
- minimising disruption to the business and maintaining the safety and security of people at all time
- taking appropriate action if a breach of H&S regulations is identified.
- building two-way trust and contribute to working within a team
- collaborating with colleagues to resolve problems.
- managing personal performance by completing tasks to agreed standards and timescales and by taking action to resolve problems and communicating issues beyond own level of competence.
- demonstrating effective time management through planning and prioritising own workload.
- identifying own strengths, weaknesses and development needs.

Duration	Minimum of 1 year
Maths / English	Apprentices without appropriate English and Maths must achieve these before taking the end-point assessment
End Point Assessment	EPA is the final assessment for an apprentice to ensure that they can do the job they have been training for. EPA is separate to any qualifications or other assessment that the apprentice may undertake during the on-programme stage of the apprenticeship. These can include observation, test, portfolio review, professional discussion. EPA is carried out by an independent organization from Didac