



STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

**SALES OPERATION
(WHOLESALE)
LEVEL 2
DT-020-2-2011**



JPK

JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA, MALAYSIA

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STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
SALES OPERATION (WHOLESALE)
LEVEL 2
DT-020-2-2011

1. INTRODUCTION

Malaysia is a one of a rich country in terms of natural and human resources. Notably, Malaysia is among the 20th biggest country which majored in commerce and trade in the world. According to Malaysia government, our country is the biggest suppliers in the world for various products which are based on rubber, palm oil, wood, electronic and ICT, automotive, textile, fruits, foods and petrochemical goods.

Generally, the wholesale is one of the commerce and trade activities that sell any goods from numerous suppliers to resale by the retailers until it reach to the consumers. Though the fast moving technology (internet) is being comprehend for buy-sale activities somehow eliminate the wholesale activity. However, the wholesale activity is still being used in order to run the wholesale activity smoothly.

Wholesale is slightly different from the retail activity. Both are doing same activity; buy and sell the goods but the different is to whom the product is sold. The wholesale is selling the bulk of goods to the retailer whilst the retailer sells the goods to the consumer for the end use. Most countries do not allow the wholesaler to sell their goods to an individual and claimed it for the end use. There must be a cycle of buy and sell of the goods for the smooth and fair economy profit distribution.

The demographic factors are the key for allowing the wholesale industry being active. The increasing numbers of population, needs and demands of certain goods make this industry opened numerous opportunity in employment. In Malaysia, there are numerous companies which are currently active in commerce and trade including wholesale. There are also organizations that support the

wholesale activity such as Kementerian Perdagangan Dalam Negeri, Koperasi & Kepenggunaan (KPDNKK), Institut Keusahawanan Negara (INSKEN), Majlis Amanah Rakyat (MARA) and many others who help and encourage future entrepreneur to build up business in the distributive industry. Personnel who are inspired in this industry may fulfill minimum requirement based on the experts discussion; possesses SPM certificate, knowledge in English and Math will be added as advantage.

Therefore, in order to generate skilful and experience labour or personnel in wholesale industry, the NOSS is being developed. This NOSS document is structured to be used for constructing the competencies needed in the wholesale fieldwork as per discussion made by the experts from the wholesale industry. Personnel who used this level 2 of NOSS will have competency as Sales Coordinator in performing a significant and responsible range of work tasks such as attaining customer enquiries and complaint, processing the customer's order, sales report handling, sales order processing, sales report handling, and sales order requisition. Later, personnel will use this level of skill in order to gain better income based on experience, ability and organization they have been hired in. Further, this NOSS has arranged and developed accordingly from the discussion made by the industrial experts and based on what the industry's needs. Thus, we hope this NOSS will be usable to produce the most skilful labour or personnel for the betterment of the wholesale industry and country as well.

2. OCCUPATIONAL STRUCTURE

Sales Operation (Wholesale) comes under the Sector of Distributive Trade. Fig. 1.1 and 1.2 shows the structured career path of Sales Operation (Wholesale)

SEKTOR / SECTOR Distributive Trade				
SUB-SEKTOR / SUB-SECTOR Wholesale				
	Sale	Purchasing	Warehousing	Marketing
L5	Sales Manager	Purchasing Manager	Warehouse Manager	Marketing Manager
L4	Sales Executive	Purchasing Executive	Warehouse Executive	Marketing Executive
L3	Sales Representative	Purchasing Supervisor	Distribution Supervisor	Marketing coordinator
L2	Sales Coordinator	Purchasing Assistant	Storekeeper	Marketing Clerk
L1	No level		Store hand	No level

Fig. 1.1 Occupational Profile Chart for Sales Operation (Wholesale)

SEKTOR / SECTOR Distributive Trade	
SUB-SEKTOR / SUB-SECTOR Wholesale	
	SALE
L5	Sales Operation
L4	Sales Operation
L3	Sales Operation
L2	Sales Operation
L1	No Level

Figure 1.2 Occupational Area Analysis (OAA) for Sales Operation (Wholesale)

3. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Malaysia Skills Certificate Level 1: Competent in performing a range of varied work (Operation and Production Level) activities, most of which are routine and predictable.

Malaysia Skills Certificate Level 2: Competent in performing a significant range of (Operation and Production Level) varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.

Malaysia Skills Certificate Level 3: Competent in performing a broad range of varied (Supervisory Level) work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.

Malaysia Skills Diploma Level 4: Competent in performing a broad range of complex (Executive Level) technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.

Malaysia Skills Advanced Diploma Level 5: (Managerial Level) Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. MALAYSIAN SKILL CERTIFICATION

Candidates will be awarded with Malaysia Skills Certificate (SKM) for Level 2 after being assessed, verified and fulfilled the Malaysian Skill Certification requirements.

5. JOB COMPETENCIES

Sales Operation (Wholesale) personnel (Level 2) are competent in performing:

- Customer Quotation Enquiries Handling
- Sales Order Requisition
- Customer Order Processing
- Sales Document Handling
- Customer Complaint Information Handling

6. WORKING CONDITIONS

A Sales Coordinator normally will be working in an office environment. Sales Coordinator entails supporting the sales team in attaining the monthly as well as annual targets and operates with management and clients. They are usually worked under supervision of sales executive and manager. A Sales Coordinator's job duties are also answering the phone, handling filling, fax document providing a profitable liaison between sales person, client and customer.

A Sales Coordinator is involved in assuring mutual and productive communication with the new and existing clients, external distributors, representatives and agents. They are also assures the customer inquiries, order requisition, processing, sales report and responsible for different kind of administration function essential for everyday of the sales operation.

7. EMPLOYMENT PROSPECTS

Based on Malaysian Investment Development Authority (MIDA) they have stated that many business investment made in this country are due to countless factors. As mentioned earlier on the introduction, demographic such as numbers of population and consumer's needs are the main reasons why many investors like to invest in Malaysia. One of the factors is the accessibility of workforce which is talented, young, educated and productive workforce, multilingual workforce, comprehensive system of industrial training and etc.

Therefore, the employment vision is high. Personnel who in wholesale industry may be able to have varied job opportunities in various sectors such as in financial, tourism, education, agriculture, communication, palm oil, healthcare, electronic, business service, retail and wholesale itself. Again, the wholesale industry is spacious industry that demand more personnel who are inspired and interested for economy boost and development.

8. SOURCES OF ADDITIONAL INFORMATION

- **Kementerian Perdagangan Dalam Negeri,
Koperasi & Kepenggunaan (KPDNKK)**
No. 13, Persiaran Perdana, Presint 2, 62623 Putrajaya,
Telephone: 603-8882 5500
Fax: 603-8882 5762
Email: webadmin@kpdnkk.gov.my
Website: <http://www.kpdnkk.gov.my>
- **Institut Keusahawanan Negara (INSKEN)**
Aras 2-3, Blok Menara, Menara Usahawan,
No. 18, Persiaran Perdana, Presint 2, 62652 Putrajaya
Telephone: 603 - 8880 5151
Fax: 603 - 8880 5152
Website: <http://www.insken.gov.my>

- **Majlis Amanah Rakyat (MARA)**
Tingkat 26, Ibu Pejabat MARA
21, Jalan Raja Laut
50609 Kuala Lumpur.
Telephone: 603-26134907
Fax: 603-26925872
Website: <http://www.mara.gov.my>

9. APPROVAL DATE

The National Skills Development Board (MPKK), Ministry of Human Resources has agreed and endorsed this Standard on

10. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organizations and individuals who have been involved in developing this standard.

11. COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP), JOB PROFILE CHART (JPC) AND COMPETENCY PROFILE (CP)

SALES OPERATION (WHOLESALE)

LEVEL 2

PANEL EXPERTS		
1.	Yusouf Bin Mohd Puad	Penolong Pengurus Pemasaran Syarikat Faiza Sdn Bhd
2.	Aidatul Hana Binti Azmi	Front End Analyst Tesco Store (M) Sdn Bhd
3.	Mohd Rashid Bin Ali	Sales Manager Syarikat Salmi Hj Tamin
4.	Zahari Bin Abu Yazid	Sales Manager Ketemu Rezeki Maju (M) Sdn Bhd
5.	Khurul Shazely Abd Razak	Senior Sale Advisor Seating Lane (M) Sdn Bhd
6.	Saiful Anwar Bin Abu Hassan	Business Development Manager Meranti Furniture
7.	Haji Mohd Yusri Bin Yusuf	Marketing Director Galeri Ilmu Sdn Bhd
8.	Akhmad Aznan Bin Abdul Majid	Sales Manager Three Top Sdn Bhd
9.	Zulkifli Bin Idin	Marketing Manager Ziekif Sdn Bhd
10.	Syed Zulkifli Bin Syed Abdullah	Farm Manager Watanwaja Agrofarm
FACILITATOR		
1.	Nablan Bin Yusoff	Principal Consultant International Islamic research Academy (I-IRA) Sdn Bhd
CO-FACILITATOR		
1.	Salina Binti Roslan	Operation Executive International Islamic research Academy (I-IRA) Sdn Bhd

12. COMMITTEE MEMBERS FOR DEVELOPMENT CURRICULUM OF COMPETENCY UNIT (CoCu)

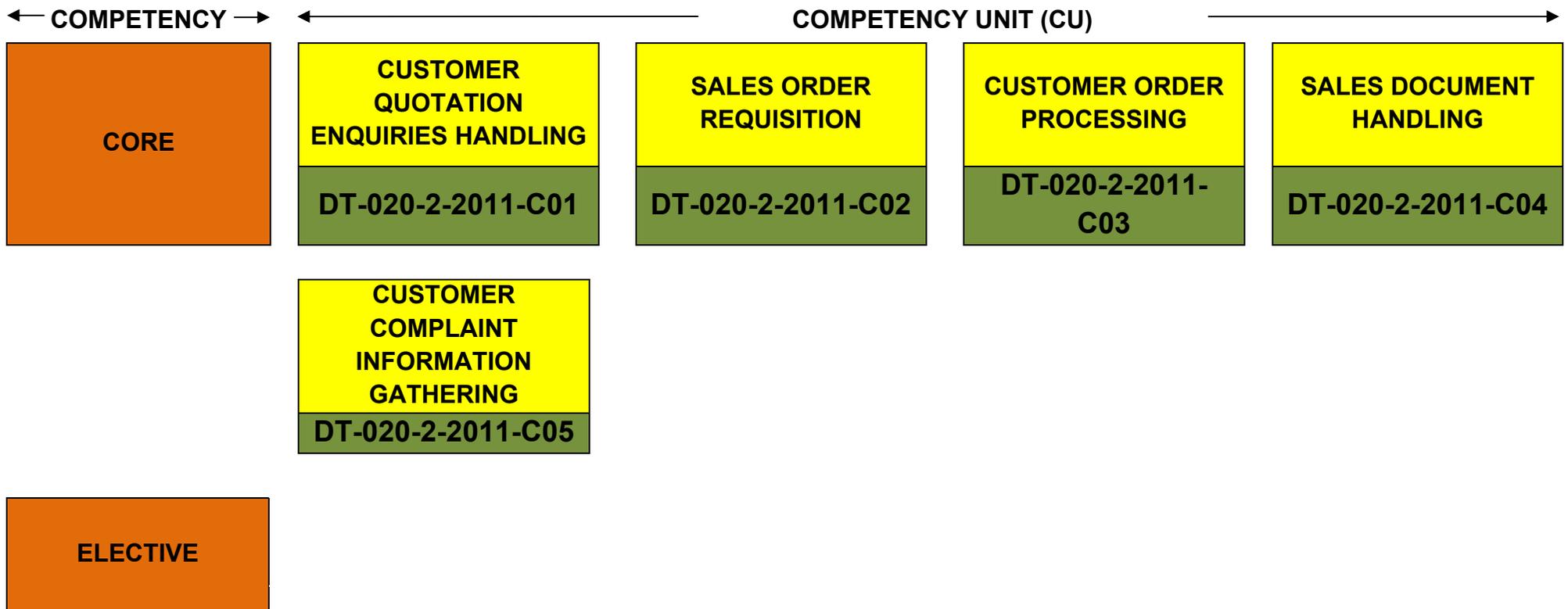
SALES OPERATION (WHOLESALE)

LEVEL 2

PANEL EXPERTS		
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3.	Mohd Rashid Bin Ali	Sales Manager Syarikat Salmi Hj Tamin
4.	Zahari Bin Abu Yazid	Sales Manager Ketemu Rezeki Maju (M) Sdn Bhd
5.	Khurul Shazely Abd Razak	Senior Sale Advisor Seating Lane (M) Sdn Bhd
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8.	Akhmad Aznan Bin Abdul Majid	Sales Manager Three Top Sdn Bhd
9.	Zulkifli Bin Idin	Marketing Manager Ziekif Sdn Bhd
10.	Syed Zulkifli Bin Syed Abdullah	Farm Manager Watanwaja Agrofarm
FACILITATOR		
1.	Nablan Bin Yusoff	Principal Consultant International Islamic research Academy (I-IRA) Sdn Bhd
CO-FACILITATOR		
1.	Salina Binti Roslan	Operation Executive International Islamic research Academy (I-IRA) Sdn Bhd

JOB PROFILE CHART (JPC)

SECTOR	DISTRIBUTIVE TRADE		
SUB SECTOR	WHOLESALE		
JOB AREA	SALES OPERATION		
JOB LEVEL	TWO (2)	JOB AREA CODE	DT-020-2-2011



COMPETENCY PROFILE (CP)

Sub Sector	WHOLESALE
Job Area	SALES OPERATION
Level	TWO (2)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Customer Quotation Enquiries Handling	DT-020-2-2011-C01	Customer quotation enquiries handling involve receiving, recording customer enquiries, understands customer need or requirement, preparing and submitting quotation for superior approval.	1. Receive Customer Enquiries 2. Record Customer Enquiries	1.1 Customers information gathered according to company requirement 1.2 Customer enquiries gathered according to company requirement 2.1 Breakdown customer into potential, prospect and existing customer gathered according to company requirement

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Prepare Customer enquiries Quotation for Approval</p>	<p>2.2 Customer enquiries data listed according to company standard operating procedure</p> <p>2.3 Customer enquiries answered according to company standard operating procedure</p> <p>3.1 Product, quantity and Price confirmed according to company standard operating procedure</p> <p>3.2 Customer enquiries quotation prepared according to company standard operating procedure</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Submit Quotation to Customer	<p>3.3 Customer enquiries Quotation approved by immediate superior</p> <p>4.1 Customer enquiries quotation confirmed according to company requirement</p> <p>4.2 Customer enquiries Quotation received by customer</p> <p>4.3 Sales contract and agreement confirmed according to company and customer requirement</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Plan sales order delivery date</p> <p>4. Prepare Sales Order Requisition for approval</p>	<p>3.1 Finished good Procured according to delivery requirement</p> <p>3.2 Production planned and scheduled according to customer requirement</p> <p>3.3 Delivery date confirmed according to customer purchase order</p> <p>4.1 Sales order requisition confirmed according to company standard operating procedure</p> <p>4.2 Sales order quantity confirmed according to customer purchase order</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				4.3 Sales order requisition amended, reviewed and approved by immediate superior
3. Customer Order Processing	DT-020-2-2011-C03	Customer order processing involved review, sorting, key in, generated, submit, filing customer purchase order and produce customer order report for superior approval.	1. Review Customer Purchase Order	1.1 Sales contract confirmed according to company and customer requirement 1.2 Product, quantity and price confirmed according to company standard quotation 1.3 Delivery date confirmed according to customer requirement 1.4 Mode of payment confirmed according to sales contract and agreement

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Sorting Customer Purchase Order</p> <p>3. Prepare customer order report for approval</p>	<p>2.1 Purchase order organized according to company standard operating procedure</p> <p>2.2 Customer purchase order clustered according to company requirement</p> <p>3.1 Customer order report generated according to company requirement and standard operating procedure</p> <p>3.2 Customer order report data gathered according to sales report requirement</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. File Customer Order Report	3.3 Report approved by immediate superior 4.1 Customer order report confirmed according to customer purchase order 4.2 Customer order report filed according to company filing system 4.3 Delivery order prepared according to customer order requirement 4.4 Customer order report kept according to company requirement and standard operating procedure

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Prepare Sales Report for approval</p> <p>4. File Sales Document Report</p>	<p>3.1 Sales report generated according to company sales report requirement</p> <p>3.2 Sales report compiled according to company sales report requirement</p> <p>3.3 Sales report reviewed and approved by immediate superior</p> <p>4.1 Sales document report confirmed according to sales report requirement</p> <p>4.2 Sales document report filed according to company filing system</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				4.3 Customer order report kept according to company requirement and standard operating procedure
5. Customer Complaint Information Gathering	DT-020-2-2011-C05	Handling customer complaint is involved on the activity of receiving any complaint from the customer. Then sort and log the complaint. The process will give the ability to make a correction for any orders.	<ol style="list-style-type: none"> 1. Receive Customer Complaint 2. Sorting Customer Complaint 	<ol style="list-style-type: none"> 1.1 Customer complaint gathered according to company requirement 2.1 Customer complaint organized according to company standard operating procedure 2.2 Customer complaint channel to right person

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Log / Record Customer Complaint 4. Prepare Customer Complaint Report	3.1 Breakdown complaints into product, delivery, price, service and packaging according to company requirement 4.1 Customer complaint responded according to company standard operating procedure 4.2 Customer complaint report kept according to company requirement and standard operating procedure

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	WHOLESALE						
Job Area	SALES OPERATION						
Competency Unit Title	CUSTOMER QUOTATION ENQUIRIES HANDLING						
Competency Unit Descriptor	Customer quotation enquiries handling involve receiving, recording customer enquiries, understands customer need or requirement, preparing and submitting quotation for superior approval.						
Competency Unit ID	DT-020-2-2011- C01	Level	2	Training Duration	108 Hours	Credit Hours	11

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Receive customer enquiries	i. Types of customer i.e.: <ul style="list-style-type: none"> • Individual • Company • Internal • External • Local • International ii. Types of enquires i.e.: <ul style="list-style-type: none"> • Product • Price • Delivery • Packaging 			10 Hours	Lecture	<ul style="list-style-type: none"> • Customer enquiries details determined according to customer requirement • Breakdown customer into potential, prospect and existing customer according to company requirement

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Communication skills i.e.: <ul style="list-style-type: none"> • Sales script • Phone answering • Greeting • Business letter iv. Email application i.e.: <ul style="list-style-type: none"> • yahoo mail • hotmail • gmail v. Sources of enquiries i.e.: <ul style="list-style-type: none"> • Introducer • Call • Fax • Email • Walk in vi. Type of requirement i.e.: <ul style="list-style-type: none"> • Product • Price • Delivery • Packing 					<ul style="list-style-type: none"> • Customer enquiries listed according to customer requirement

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Determine types of customer enquires ii. Record customer enquiries iii. Submit customer enquiries to superior 	<ul style="list-style-type: none"> i. Follow customer requirement procedure ii. Polite when taking the customer inquiries iii. Capable to build rapport iv. Capable to listen and not making assumption v. Capable to make a clear communication vi. Capable to recognise the importance and open 	15 Hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
			question			
2. Record customer enquiries	i. Product description ii. Quantity requirement iii. Quality requirement i.e. <ul style="list-style-type: none"> • Grading • Specification • Classification iv. Price requirement v. Mode of payment i.e.: <ul style="list-style-type: none"> • Cash • Credit term <ul style="list-style-type: none"> -Letter of credit -Standing instruction -Post dated cheque vi. Mode of delivery i.e.: <ul style="list-style-type: none"> • Sea 			10 Hours	Lecture	<ul style="list-style-type: none"> • Customer inquiries received method recorded according to company standard operating procedure • Customer inquiries detail noted according to company standard operating procedure • Customer details confirmed according to customer requirement • Customer inquiries recorded met company traceability system

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Land • Air <p>vii. Duration of delivery</p> <p>viii. Packaging type</p>					
		<p>i. Write customer enquiries record</p> <p>ii. Submit customer enquiries record to superior</p> <p>iii. File customer enquiries record</p> <p>iv. Determine customer needs</p> <p>v. Fill in customer enquiries form</p> <p>vi. Key in customer enquiries data</p>	<p>i. Follow customer requirement procedure</p> <p>ii. Meticulous of customer enquiries</p>	18 Hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Prepare customer enquiries quotation for approval	i. Quotation format i.e.: <ul style="list-style-type: none"> • Price • Quantity • Stock Keeping Unit (SKU) • Product ii. Term & Conditions of Quotation i.e.: <ul style="list-style-type: none"> • Product description • Quantity proposal • Quality proposal <ul style="list-style-type: none"> - Grading - Specification - classification • Price proposal • Mode of payment proposal <ul style="list-style-type: none"> - Cash - Credit term <ul style="list-style-type: none"> ○ Letter of credit ○ Standing instruction ○ Post dated cheque • Mode of delivery 			15 Hours	Lecture	<ul style="list-style-type: none"> • Quotation met company standard • Quotation met customer order requirement • Term and condition confirmed according to customer inquiries • Delivery date specified according to customer requirement

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> - Sea - Land - air • Duration of delivery • Packaging type 					
		<ul style="list-style-type: none"> i. Determine Quotation format ii. Obtain quotation details iii. Fill quotation form iv. Print completed quotation v. Submit completed quotation for verification vi. Identified quotation been accepted or amended 	<ul style="list-style-type: none"> i. Follow customer requirement procedure ii. Follow quotation format iii. Follow term & condition of quotation iv. Meticulous of customer enquiries quotation 	22 Hours	Demonstration	
4. Submit quotation to customer	<ul style="list-style-type: none"> i. Communication method i.e.: <ul style="list-style-type: none"> • Fax • Email 			6 Hours	Lecture	<ul style="list-style-type: none"> • Quotation confirmed according to customer

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Courier <p>ii. Customer Information i.e.:</p> <ul style="list-style-type: none"> • Address • Fax Number • Email <p>iii. Contact Person</p>					<p>requirement</p> <ul style="list-style-type: none"> • Quotation filling system confirmed according to company traceability standard • Customer address confirmed according to customer information • Quotation presentation confirmed according to company standard operating procedure
		<p>i. Determine Communication method</p> <p>ii. Re-confirm customer information</p> <p>iii. Follow up quotation receiving with customer</p>	<p>i. Resourceful of communication method</p> <p>ii. Meticulous of customer information</p>	12 Hours	Demonstration	

Employability Skills

Core Abilities	Social Skills / Social Values
03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork 9. Cooperation 10. Patience 11. Punctuality 12. Honesty

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer 2. Check List 3. Telephone 4. Fax machine 5. Purchase Order Form	1:5 1:1 1:20 1:20 1:1

6. Quotation Form	1:2
7. Calculator	1:5
8. Accounting software	1:5

References:

<ol style="list-style-type: none"> 1. Tony Newby and Sean McManus, (2002). <i>Customer Service</i>. Management Pocketbook Series. 2. Norman Hart, (1998). <i>The CIM Marketing Dictionary, Fifth Edition</i>. Published in association with the Chartered Institute of Marketing A Professional Development Series title (Marketing Series). 3. Alfredo Zingale and Matthias Arndt (2001), <i>New Economy Emotion: Engaging Customer Passion with e-CRM</i>. New Economy Excellence Series.
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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	WHOLESALE						
Job Area	SALES						
Competency Unit Title	SALES ORDER REQUISITION						
Competency Unit Descriptor	Sales order requisition is focusing to made a planning for production or delivery date. Also to achieve a customer need and follow the schedule. Ability to keep stock for future sales.						
Competency Unit ID	DT-020-2-2011- C02	Level	2	Training Duration	115 Hours	Credit Hours	12

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Review customer order	i. Purchase order information i.e.: <ul style="list-style-type: none"> • P.O Number • Date • Ship to address • Bill to address • Buyer contact / person in charge • Item • Description • Quantity 			10 Hours	Lecture	<ul style="list-style-type: none"> • Customer Order gathered according to company standard requirement • Customer order identified according to customer

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Unit Price • Amount • Comments • Term & condition ii. Type of customer order i.e.: <ul style="list-style-type: none"> • Local / overseas • Urgent / normal • New / current customer iii. Product description iv. Quantity requirement v. Quality requirement i.e.: <ul style="list-style-type: none"> • Grading • Specification • Classification vi. Mode of delivery i.e.: <ul style="list-style-type: none"> • Sea • Land • Air vii. Duration of delivery 					<p>specification and requirement</p> <ul style="list-style-type: none"> • Customer order recorded according to company requirement • Customer requirement interpreted according to customer order specification • Customer requirement indentified according to company standard requirement

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>viii. Type of packaging i.e.:</p> <ul style="list-style-type: none"> • By weight • By size <p>ix. Type of customer information i.e.:</p> <ul style="list-style-type: none"> • Address • Email • Contact person <p>x. Source of customer order i.e.:</p> <ul style="list-style-type: none"> • Superior • Fax • Email • Post 					
		<p>i. Determine of customer order</p> <p>ii. Determine customer needs</p> <p>iii. Identify source of customer order</p>	<p>i. Meticulous during receive customer order</p> <p>ii. Knowledgeable of product information</p>	15 Hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		iv. Determine type of product v. Determine type of quantity vi. Determine type of product quality vii. Determine type of packaging viii. Determine type of customer ix. Determine delivery schedule	iii. Inquisitive of product details			
2. Track product inventory	i. Format of stock report ii. Sources of stock report i.e.: <ul style="list-style-type: none"> • Store department • Purchasing department 			10 Hours	Lecture	<ul style="list-style-type: none"> • Inventory report format meet the company standard requirement • Stock report item, description and quantity

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. First In First Out (FIFO) company standard requirement system					<p>meet company approved stock level</p> <ul style="list-style-type: none"> First In First Out (FIFO) meet company standard requirement
		i. Check product inventory status ii. Interpret stock report iii. Select customer required product	i. Resourceful of stock report format ii. Capable to communicate with store department iii. Capable to communicate with purchase department	20 Hours	Demonstration	
3. Plan sales order delivery date	i. Duration of delivery ii. Type of customer information i.e.: <ul style="list-style-type: none"> Address Email Contact person iii. Inventory control system i.e.: <ul style="list-style-type: none"> Stock level 			10 Hours	Lecture	<ul style="list-style-type: none"> Stock level determined according to customer requirement Delivery date confirmed according to customer requirement

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Product re-order level • Product description • Product quantity iv. Production process flow i.e.: <ul style="list-style-type: none"> • Production duration • Production capacity 					<ul style="list-style-type: none"> • Product description confirmed according to customer requirement • Product quantity meet the customer requirement
		i. Identify stock level ii. Determine production duration iii. Select product description iv. Determine product quantity	i. Resourceful of product knowledge ii. Inquisitive of product details iii. Punctual on product delivery	15 Hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Prepare Sale order requisition for approval	i. Sales Order Requisition procedure ii. Format of sales requisition form i.e.: <ul style="list-style-type: none"> • Product description • Quantity of product • Quality of product • Date of product delivery • Sales requisition order date iii. Sales order			15 Hours	Lecture	<ul style="list-style-type: none"> • Sales order meet the company standard format • Sales order prepared and clustered according to company requirement • Sales order prepared and approved by authorized

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	requisition clustering i.e.: <ul style="list-style-type: none"> • Customer • Product • Price • Area 					personnel
		i. Identify sales requisition format ii. Determine types of product iii. Apply sales order requisition procedure iv. Apply sales order requisition format v. Select sales order requisition	i. Meticulous of Sale order requirement ii. Resourceful of product knowledge iii. Inquisitive of product details	20 Hours	Demonstration	

Employability Skills

Core Abilities	Social Skills / Social Values
03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.04 Apply problem solving strategies 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork 9. Cooperation 10. Patience 11. Punctuality 12. Honesty

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
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1. Check List	1:1
2. Purchase Order Form	1:1
3. Sales Requisition Form	1:1
4. Order Requisition Form	1:1
5. Calculator	1:5

References:

<ol style="list-style-type: none"> 1. Gale Reference Team (2008). <i>Business For Sale; 50 -- Wholesale Trade-Durable Goods; BOAT DEALER.: An article from: Businesses for Sale: FirstList</i>. Vision Quest Publishibg, Inc. 2. William P. Danenburg and etc. (1978), <i>Introduction to Wholesale Distribution</i>. Englewood Cliffs, Nj: Prentice Hall. ISBN: 0135007771 3. Glynn C. Williams (2008). <i>Implementing SAP ERP Sales & Distributio</i>. McGraw-Hill, ISBN: 0071497056 4. Charles D. Brennan (1994). <i>Sales Questions That Close the Sale: How to Uncover Your Customers' Real Needs</i>. AMACOM Div American Mgmt Assn. ISBN: 0814478158 5. Gale Reference Team (2008). <i>Business For Sale; 50 -- Wholesale Trade-Durable Goods; MANUFACTURER OF UNIQUE PATENTED PRODUCTS.: An article from: Businesses for Sale: FirstList</i>. Vision Quest Publishibg, Inc. 6. Robert Robbins and Rogene A. Robbins (2003), <i>Creating a Successful Craft Business</i>. Allworth Press. ISBN: 1581152779
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CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	WHOLESALE						
Job Area	SALES OPERATION						
Competency Unit Title	CUSTOMER ORDER PROCESSING						
Competency Unit Descriptor	Customer order processing involved review, sorting, key in, generated, submit, filing customer purchase order and produce customer order report for superior approval.						
Competency Unit ID	DT-020-2-2011- C03	Level	2	Training Duration	150 Hours	Credit Hours	15

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Review customer purchase order	i. Types of purchase order i.e.: <ul style="list-style-type: none"> • Local / overseas • Urgent / normal • New / current customer 			10 Hours	Lecture	<ul style="list-style-type: none"> • Received purchase order recorded according to company standard operating procedure • Detail purchase

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Source of purchase order i.e.: <ul style="list-style-type: none"> • Superior • Email • Fax • Post iii. Product description iv. Quantity requirement i.e.: <ul style="list-style-type: none"> • By weight • By pieces v. Quality requirement i.e.: <ul style="list-style-type: none"> • Grading • Specification • classification vi. Price requirement vii. Mode of payment i.e.: <ul style="list-style-type: none"> • Cash 					order interpreted according to customer requirement <ul style="list-style-type: none"> • Detail purchase order requirement communicated according to company standard operating procedure • Delivery date confirmed according to customer requirement

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Credit term <ul style="list-style-type: none"> - Letter of credit - Standing instruction - Post dated cheque viii. Mode of delivery i.e.: <ul style="list-style-type: none"> • Sea • Land • air ix. Duration of delivery x. Packaging type i.e.: <ul style="list-style-type: none"> • By weight • By size 					
		i. Determine type of purchase order ii. Determine product	i. Comply to purchase order procedure ii. Apply company	20 Hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		description iii. Quantity requirement iv. Identify source of purchase order v. Determine mode of payment vi. Select mode of delivery vii. Select type of packaging	standard operating procedure iii. Careful of interpret purchase order			
2. Sorting Customer Purchase order	i. Classification of customer purchase order, i.e.: <ul style="list-style-type: none"> • Type of product • Type of price • Type of quantity • Type of quality • Type of packaging 			15 Hours	Lecture	<ul style="list-style-type: none"> • Customer Purchase Order Classified according to customer requirement • Customer status confirmed according to customer

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Duration of delivery • Type of customer • Term of payment i.e.: <ul style="list-style-type: none"> - Cash - Credit <p>ii. Location of delivery i.e.:</p> <ul style="list-style-type: none"> • Overseas • Local • Area <p>iii. Mode of delivery i.e.:</p> <ul style="list-style-type: none"> • Sea • Land • Air 					<p>requirement</p> <ul style="list-style-type: none"> • Customer credit limit confirmed according to sales agreement • Customer information confirmed according to company requirement • Customer Purchase order confirmed according to customer requirement
		<p>i. Categorize customer needs</p> <p>ii. Identify duration of delivery</p> <p>iii. Confirm stock</p>	<p>i. Meticulous of customer purchase order</p> <p>ii. Apply company standard operating</p>	20 Hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		availability iv. Organised customer purchase order requirement	procedure			
3. Prepare customer order report for approval	i. Customer order report format ii. Customer order report preparation Procedure iii. Report approval authorization			15 Hours	Lecture	<ul style="list-style-type: none"> Customer order report met the company requirement Report Approval authorization confirmed according to company requirement
		i. Determine format of customer order report ii. Produce customer order report iii. Submit customer order report	i. Meticulous of customer order report for approval ii. Apply Report writing skills	30 Hours	Demonstration	<ul style="list-style-type: none"> Report met the company standard procedure
4. File Customer Order report	i. Customer order report Filing system i.e.: <ul style="list-style-type: none"> File name File reference 			15 Hours	Lecture	<ul style="list-style-type: none"> Customer order filling system confirmed according to company traceability

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	number <ul style="list-style-type: none"> • File separation • File content • File labelling ii. Customer order report filling Procedure iii. Report approval authorization					requirement <ul style="list-style-type: none"> • Filling system met the company standard operating procedure
		i. Comply filling system ii. Determine customer order report format iii. Determine customer order report procedure iv. Record file number v. Check report approval	i. Meticulous of customer order report ii. Apply customer order report procedure	25 Hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		authorization by superior				

Employability Skills

Core Abilities	Social Skills / Social Values
03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork 9. Cooperation 10. Patience 11. Punctuality 12. Honesty

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Check List	1:1
2. Telephone	1:10
3. Fax machine	1:10
4. Purchase Order Form	1:1
5. Quotation Form	1:1
6. Letter of credit	1:3
7. Calculator	1:5

References:

1. Ron Karr (2003). *The Complete Idiot's Guide to Great Customer Service*. Alpha Books, ISBN: 0028619536
2. Glynn C. Williams (2008). *Implementing SAP ERP Sales & Distribution*. McGraw-Hill, ISBN: 0071497056
3. Jack Mitchell (2003). *Hug Your Customers: The Proven Way to Personalize Sales and Achieve Astounding Results*. Hyperion.
ISBN: 1401300340
4. Stacey Hall and Jan Brogniez (2001). *Attracting Perfect Customers: The Power of Strategic Synchronicit*. Berrett-Koehler Publishers. ISBN: 1576751244
5. Robert Bacal (2004). *Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation*. *Perfect Phrases Series*. McGraw-Hill Professional. ISBN: 007144453X

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	WHOLESALE						
Job Area	SALES OPERATION						
Competency Unit Title	SALES DOCUMENT HANDLING						
Competency Unit Descriptor	Sales report handling is involved collecting and key in data of sales such as invoice, delivery order, purchase order and return good and ability to gather all the sales report for the purpose of reviewing and rewind.						
Competency Unit ID	DT-020-2-2011- C04	Level	2	Training Duration	170 Hours	Credit Hours	17

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Review Sales Data	i. Sales report procedure			10 Hours	Lecture	<ul style="list-style-type: none"> Sales data met the company

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Type of sales data <ul style="list-style-type: none"> • Invoice • Delivery order • Purchase order • Credit note • Debit note iii. Sources of sales data <ul style="list-style-type: none"> • Store • Accounts iv. Sales report requirement <ul style="list-style-type: none"> • Customer name • Area • Product • Price • Term of Payment • Customer Size 					sales target <ul style="list-style-type: none"> • Sales data compiled according to sales report requirement • Sales data clustered according company requirement
		i. Determine type of sales data ii. Identify source of	i. Follow sales report procedure	15 Hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<p>data</p> <p>iii. Comparison of sales data</p> <p>iv. Select sales report requirement</p>				
2. Perform Sales Data entry	<p>i. System and program of sales data</p> <p>ii. Type of sales data</p> <ul style="list-style-type: none"> • Invoice • Delivery order • Purchase order • Credit note • Debit note <p>iii. Format of sales data entry</p> <ul style="list-style-type: none"> • Product • Price • Location 			18 Hours	Lecture	<ul style="list-style-type: none"> • Sales data collected and stored according to company requirement • Sales data met the company record requirement • Sales data stored and filed according to the company traceability

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Identify type of sales data ii. Determine format of sales data entry iii. Apply system and programme of sales data entry	i. Meticulous of sales data entry ii. Follow format of sales data entry	32 Hours	Demonstration	standard
3. Prepare Sales Report for approval	i. Sales report preparation procedure ii. Format of sales report <ul style="list-style-type: none"> • Price • Quantity • Product iii. Submission of sales report iv. Customer information <ul style="list-style-type: none"> • Amount purchased • Product purchased v. Type of sales data <ul style="list-style-type: none"> • Invoice 			20 Hours	Lecture	<ul style="list-style-type: none"> • Sales report met the company standard format • Sales report prepared and clustered according to company requirement • Sales report prepared and approved for improvement

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Delivery order • Purchase order • Credit note • Debit note 					
		<ul style="list-style-type: none"> i. Determine format of sales report ii. Identify submission of sales report iii. Identify customer information iv. Identify type of sales report v. Record type of sales data 	<ul style="list-style-type: none"> i. Resourceful of sales report format ii. Apply sales report preparation procedure 	35 Hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. File Sales Document Report	i. Sales document report Filing system <ul style="list-style-type: none"> • File name • File reference number • File separation • File content • File labelling ii. Sales document report filling Procedure iii. Report approval authorization			15 Hours	Lecture	<ul style="list-style-type: none"> • Sales document filling system confirmed according to company traceability requirement • Filling system met the company standard operating procedure
		i. Determine sales document report format ii. Determine sales document report procedure iii. Select filling system iv. Record file number	i. Meticulous of customer order report ii. Apply sales document report procedure	25 Hours	Demonstration	

Employability Skills

Core Abilities	Social Skills
03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork 9. Cooperation 10. Patience 11. Punctuality 12. Honesty

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Check List 2. Invoice Form 3. Delivery order Form 4. Credit Note 5. Debit Note	1:1 1:1 1:1 1:1 1:2

References:

1. Gale Reference Team (2008). *Business For Sale; 50 -- Wholesale Trade-Durable Goods; BOAT DEALER.: An article from: Businesses for Sale: FirstList*. Vision Quest Publishibg, Inc.
2. William P. Danenburg and etc. (1978). *Introduction to Wholesale Distribution*. Englewood Cliffs, Nj: Prentice Hall. ISBN: 0135007771
3. Glynn C. Williams (2008). *Implementing SAP ERP Sales & Distribution*. McGraw-Hill, ISBN: 0071497056
4. Charles D. Brennan (1994). *Sales Questions That Close the Sale: How to Uncover Your Customers' Real Needs*. AMACOM Div American Mgmt Assn. ISBN: 0814478158
5. Gale Reference Team (2008). *Business For Sale; 50 -- Wholesale Trade-Durable Goods; MANUFACTURER OF UNIQUE PATENTED PRODUCTS.: An article from: Businesses for Sale: FirstList* . Vision Quest Publishibg, Inc.
6. Robert Robbins and Rogene A. Robbins (2003). *Creating a Successful Craft Business*. Allworth Press. ISBN: 1581152779

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector	WHOLESALE						
Job Area	SALES						
Competency Unit Title	CUSTOMER COMPLAINT INFORMATION GATHERING						
Competency Unit Descriptor	Handling customer complaint is involved on the activity of receiving any complaint from the customer. Then sort and log the complaint. The process will give the ability to make a correction for any orders.						
Competency Unit ID	DT-020-2-2011- C05	Level	2	Training Duration	118 Hours	Credit Hours	12

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Receive customer complaint	i. Type of complainant <ul style="list-style-type: none"> • Individual • Company • Internal • External • Local • International ii. Type of complaint <ul style="list-style-type: none"> • Product • Quality • Attitude • Delivery time 			12 Hours	Lecture	<ul style="list-style-type: none"> • Customer complaint gathered according to company standard operating procedure • Customer Complaint identified according to customer requirement

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Type of communication of the complaint <ul style="list-style-type: none"> • Verbal and non-verbal • Technological and non-technological • Mediated and non-mediated • Participatory and non-participatory iv. Customer complaint form v. Procedure to handle customer complaint vi. Submission of complaints					<ul style="list-style-type: none"> • Customer complaint procedure complied according to customer complaint procedure

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Determine type of complainant ii. Determine type of complaint iii. Write customer complaints iv. Submit customer complaint to superior 	<ul style="list-style-type: none"> i. Meticulous of customer complaint ii. Follow customer complaint procedure iii. Capable to listen and make assumption iv. Capable to recognise the importance of complaints 	16 Hours	Demonstration	

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Sorting Customer Complaint	i. Customer information ii. Type of complaint <ul style="list-style-type: none"> • Price • Quantity • Quality • Delivery iii. Detail of customer <ul style="list-style-type: none"> • Area • Location • Type of business iv. Related department / superior for customer complaint solving authorization.			10 Hours	Lecture	<ul style="list-style-type: none"> • Customer Complaint Classified according to criticalness and urgency • Customer detail confirmed according to customer list

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Categorize customer complaint ii. Identify complain urgency and criticalness iii. Identify department / superior for customer complaint solving	i. Follow customer complaint procedure	15 Hours	Demonstration	
3. Log / record customer complaint	i. Procedure to record customer complaint ii. Customer complaint details <ul style="list-style-type: none"> • Type of complaint • Date • Customer name • Address • Person • Phone no 			12 Hours	Lecture	<ul style="list-style-type: none"> • Customer Complaint recorded according to company standard operating procedure • Customer detail confirmed according to customer list

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Write customer complaint ii. Determine customer complaint record iii. Select detail of customer complaint	i. Follow format of customer complaint record ii. Follow procedure to record customer complaint	18 Hours	Demonstration	
4. Prepare customer complaints report	i. Customer complaint report format ii. Procedure to prepare customer complaint report iii. Approval authorization personnel			15 Hours	Lecture	<ul style="list-style-type: none"> Customer Complaint report met the company traceability system

Work Activities	Related Knowledge	Applied Skills	Attitude / Safety / Environmental	Training Hours	Delivery Mode	Assessment Criteria
		<ul style="list-style-type: none"> i. Write customer complaint ii. Determine customer complaint record iii. File customer complaint report iv. Submit complaint report to superior 	<ul style="list-style-type: none"> i. Follow procedure to record customer complaint ii. Meticulous of record customer complaint procedure 	20 Hours	Demonstration	<ul style="list-style-type: none"> • Customer Complaint report confirmed according to company standard procedure • Customer complaint attended for correction

Employability Skills

Core Abilities	Social Skills / Social Values
03.08 Develop and maintain a cooperation within work group 04.01 Organize own work activities 04.02 Set and revise own objectives and goals 04.03 Organize and maintain own workplace 04.04 Apply problem solving strategies 04.05 Demonstrate initiative and flexibility 06.05 Analyse technical systems 06.06 Monitor and correct performance of systems	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritizing 7. Self-discipline 8. Teamwork 9. Cooperation 10. Patience 11. Punctuality 12. Honesty

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Computer	1:10
2. Check List	1:1
3. Telephone	1:1
4. Fax machine	1:1

References:

1. Gale Reference Team (2008). *Business For Sale; 50 -- Wholesale Trade-Durable Goods; BOAT DEALER.: An article from: Businesses for Sale: FirstList*. Vision Quest Publishibg, Inc.
2. William P. Danenburg and etc. (1978). *Introduction to Wholesale Distribution*. Englewood Cliffs, Nj: Prentice Hall. ISBN: 0135007771
3. Glynn C. Williams (2008). *Implementing SAP ERP Sales & Distribution*. McGraw-Hill, ISBN: 0071497056
4. Charles D. Brennan (1994). *Sales Questions That Close the Sale: How to Uncover Your Customers' Real Needs*. AMACOM Div American Mgmt Assn. ISBN: 0814478158
5. Gale Reference Team (2008). *Business For Sale; 50 -- Wholesale Trade-Durable Goods; MANUFACTURER OF UNIQUE PATENTED PRODUCTS.: An article from: Businesses for Sale: First List*. Vision Quest Publishing, Inc.
6. Robert Robbins and Rogene A. Robbins (2003). *Creating a Successful Craft Business*. Allworth Press. ISBN: 1581152779

Summary of Training Duration

NO.	COMPETENCY UNIT ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	APPLIED SKILLS	HOURS	TOTAL (Hours)
1	DT-020-2-2011-C01	Customer Quotation Enquiries Handling	Receive customer enquiries	10	15	25	108
			Record Customer Enquiries	10	18	28	
			Prepare Customer enquiries Quotation for Approval	15	22	37	
			Submit Quotation to Customer	6	12	18	
2	DT-020-2-2011-C02	Sales Order Requisition	Review Customer Order	10	15	25	115
			Track product inventory	10	20	30	
			Plan sales order delivery date	10	15	25	
			Prepare Sales Order Requisition for approval	15	20	35	
3	DT-020-2-2011-C03	Customer Order Processing	Review Customer Purchase Order	10	20	30	150
			Sorting Customer Purchase Order	15	20	35	
			Prepare customer order report for approval	15	30	45	
			File Customer Order Report	15	25	40	
4	DT-020-2-2011-C04	Sales Document Handling	Review Sales Data	10	15	25	170
			Perform Sales Data entry	18	32	50	
			Prepare Sales Report for approval	20	35	55	
			File Sales Document Report	15	25	40	

NO.	COMPETENCY UNIT ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	APPLIED SKILLS	HOURS	TOTAL (Hours)
5	DT-020-2-2011-C05	Customer Complaint Information Gathering	Receive Customer Complaint	12	16	28	118
			Sorting Customer Complaint	10	15	25	
			Log / Record Customer Complaint	12	18	30	
			Prepare Customer Complaint Report	15	20	35	
			TOTAL HOURS (CORE Competencies)	253	408	661	661