

## SELF - ASSESSMENT GUIDE

Qualification:	<b>CUSTOMER SERVICES NC II</b>	
COC 1:	<b>PROVIDE SALES AND CUSTOMER SERVICES TO CLIENTS/CUSTOMERS</b>	
Instruction: <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a tick in the appropriate box opposite each question to indicate your answer.</li> </ul>		
<b>Can I?</b>	<b>YES</b>	<b>NO</b>
• Prepare display labels/tickets*		
• Place, arrange and display price tickets and labels*		
• Place and arrange merchandise*		
• Maintain displays*		
• Protect merchandise*		
• Deliver services to customers*		
• Respond to customer complaints*		
• Receive and process sales orders*		
• Identify customers special requirements*		
• Apply product knowledge*		
• Approach customer*		
• Gather information*		
• Sell benefits*		
• Overcome objections*		
• Close sales*		
• Maximize sales opportunities*		
• Receive and process incoming goods*		

• Rotate stock*		
• Participate in stocktake*		
• Record stock*		
• Dispatch goods*		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
<b>Candidate's Name:</b>	<b>Date:</b>	

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Qualification:	<b>CUSTOMER SERVICES NC II</b>		
COC 2:	<b>PROVIDE CASHIERING SERVICES TO CLIENTS/CUSTOMERS</b>		
Instruction: <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a tick in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
• Deliver services to customers*			
• Respond to customer complaints*			
• Receive and process sales orders*			
• Identify customers special requirements*			
• Apply keyboard skills*			
• Operate data entry requirement*			
• Perform point of sale transactions*			
• Complete sales*			
• Wrap and pack goods*			
• Maintain retail equipment*			
• Remove sales from register/terminal*			
• Reconcile sales*			
• Apply product knowledge*			
• Approach customer*			
• Gather information*			
• Sell benefits*			
• Overcome objections*			

• Close sale*		
• Maximize sales opportunities*		
• Receive and process incoming goods*		
• Rotate stock*		
• Participate in stocktake*		
• Record stock*		
• Dispatch goods*		
<p><b>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</b></p>		
<p><b>Candidate's Name:</b></p>		<p><b>Date:</b></p>

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Qualification:	<b>CUSTOMER SERVICES NC II</b>		
COC 3:	<b>PROVIDE VISUAL MERCHANDISING AND DISPLAY SERVICES TO CLIENTS/CUSTOMERS</b>		
Instruction: <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a tick in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
• Prepare display labels/tickets*			
• Place, arrange, and display price tickets and labels*			
• Place and arrange merchandise*			
• Maintain displays*			
• Protect merchandise*			
• Apply product knowledge*			
• Approach customer*			
• Gather information*			
• Sell benefits*			
• Overcome objections*			
• Close sale*			
• Maximize sales opportunities*			
• Deliver services to customers*			
• Respond to customer complaints*			
• Receive and process sales orders*			
• Identify customers special requirements*			

• Establish the theme or concepts/develop display ideas*		
• Identify the requirements of the display*		
• Plan and execute displays*		
• Maintain display*		
<p><b>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</b></p>		
<b>Candidate's Name:</b>	<b>Date:</b>	

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Qualification:	<b>CUSTOMER SERVICES NC II</b>		
<b>COC 4:</b>	<b>PROVIDE FOOD SERVICES TO CLIENTS/CUSTOMERS</b>		
Instruction: <ul style="list-style-type: none"> <li>• Read each of the questions in the left-hand column of the chart.</li> <li>• Place a tick in the appropriate box opposite each question to indicate your answer.</li> </ul>			
<b>Can I?</b>	<b>YES</b>	<b>NO</b>	
• Prepare display labels/tickets			
• Place, arrange, and display price tickets and labels			
• Place and arrange merchandise			
• Maintain displays			
• Protect merchandise			
• Deliver services to customers			
• Respond to customer complaints			
• Receive and process sales orders			
• Identify customers special requirements			
• Apply product knowledge			
• Approach customer			
• Gather information			
• Sell benefits			
• Overcome objections			
• Close sale			
• Maximize sales opportunities			
• Receive and process incoming goods			

• Rotate stock		
• Participate in stocktake		
• Record stock		
• Dispatch goods		
• Prepare food stock		
• Place and arrange food stock		
• Prepare and display labels and tickets		
• Maintain food display		
• Protect food stock		
<p><b>I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.</b></p>		
<p><b>Candidate's Name:</b></p>		<p><b>Date:</b></p>