

## FS5 - Sell footwear / leathersgoods / saddlery care and ancillary products

This unit is for those who sell footwear / leathersgoods / saddlery care and ancillary products to customers.

The job role will involve:

1. confirming the customer's requirements
2. completing the sale

The competent person must:	The key areas of knowledge and understanding:
<ol style="list-style-type: none"> <li>1. Establish what the customer requires, their budget and their preferences</li> <li>2. Present the options and choice of products available</li> <li>3. Help the customer with their choice,</li> <li>4. Make sure that the customer's requirements have been met and pack the goods in an appropriate manner</li> <li>5. Handle payment and hand over the product</li> </ol>	<ol style="list-style-type: none"> <li>1. What the nature of products are that customers may require</li> <li>2. What the product range is, those currently available and prices</li> <li>3. What the compatibility is of the different products with the materials used in the construction of the footwear / leathersgoods / saddlery</li> <li>4. What the purposes are to which customers may put the product</li> <li>5. What action to take if the card transaction is refused</li> <li>6. What the correct behaviour is which will encourage the customer to visit again</li> </ol>
<p><b>The skills and techniques:</b></p>	
<ol style="list-style-type: none"> <li>1. Discussing the product with the customer to allow them to make the correct choice</li> <li>2. Guiding the customer, if they are uncertain, of the best product for their requirements</li> <li>3. Confirming the choice of product with the customer so that they feel they have made the correct decision</li> <li>4. Operating the equipment involved in the payment</li> <li>5. Preparing and checking a receipt</li> </ol>	
<p><b>Regulations, rules and guidelines</b></p>	
<ol style="list-style-type: none"> <li>1. The organisation's rules, codes, guidelines and standards</li> <li>2. Responsibilities under the Health &amp; Safety at Work Act</li> </ol>	
<p><b>Workplace skills</b></p>	
<ol style="list-style-type: none"> <li>1. Communicate effectively with colleagues and customers</li> <li>2. Maintain good working relationship with colleagues</li> <li>3. How to communicate effectively to find out what the customer requires</li> <li>4. Comply with written instructions</li> <li>5. Complete forms, reports and other documentation</li> </ol>	

**ENDS**



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