



Impact Training Institute  
**Retail - Customer Service and Sales Training**  
4 Day Course  
Normally \$800 Now \$490 JSA \$290

This course has been designed to gain entry into one of the worlds most dynamic and exciting industries. This course focuses on the fundamental principals of retail. You will develop skills and knowledge required to work effectively including the art of selling, sales, and customer service.

SIR20207 CERTIFICATE II RETAIL – Statement of Attainment in

SIRXIND001A – Work effectively in a retail environment

This unit describes the performance outcomes, skills and knowledge required to work effectively in a retail environment. It involves acting responsibly and in a nondiscriminatory manner, developing retail industry knowledge, including industrial award or agreement relevant to the job role, maintaining personal hygiene and presentation, and prioritising tasks.

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SIRXCCS002A – Interact with customers

This unit describes the performance outcomes, skills and knowledge required to deliver service to customers. It entails being able to communicate effectively with customers, respond to their complaints, receive and process sales orders and identify special customer requirements.

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SIRXCCS001A – Sell products and services (HACCP)

This unit describes the performance outcomes, skills and knowledge required to operate point of sale equipment, apply store policy and procedures to a range of transactions, interact with customers and package or wrap an item for transportation.

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SIRXMER001A – Merchandise Products

This unit describes the performance outcomes, skills and knowledge required to merchandise products within a retail store. It involves the arrangement and presentation of merchandise, setting up and maintaining displays and labeling and pricing stock.