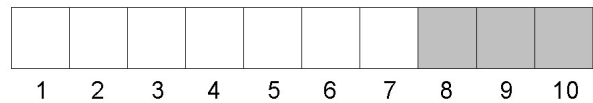


BENCHMARK - ROLE DESCRIPTION

Sales Assistant

Maximising Sales Opportunities

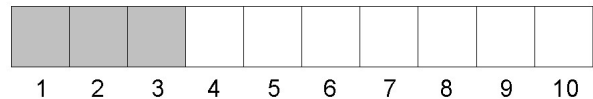
Looking for every opportunity to persuade customers to buy products and services.



Considerable requirement in the role to achieve targets by up-selling, cross-selling and achieving add-on sales.

Thinking Ahead

Identifying customer service problems or issues before they arise.



Limited requirement in the role to plan or think ahead.

Relating to Customers

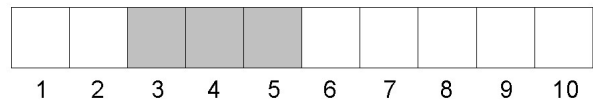
Displaying a positive, friendly and informal manner with customers.



Above average requirement in the role to create long term relationships and repeat business.

Taking Action

Showing a sense of urgency on behalf of customers and actioning requests quickly.



Some requirement in the role to demonstrate urgency when dealing with routine tasks or requests.

Organising Work

Undertaking work in a well-organised and systematic way.



Fundamental requirement in the role to be well-organised and systematic in carrying out work.

Maintaining High Standards

Striving for excellence by paying attention to important detail.



Above average requirement in the role to exceed customer service standards.