Competency Schedule – Sales Staff

Employee Name:	
Location:	Position:

Competency	Review		Comments	Date of Training	Post Training	
	C	NYC			C	NYC
Generic Competencies						
Employment induction	☐	☐			☐	☐
Diversity training	☐	☐			☐	☐
Chain of responsibility training	☐	☐			☐	☐
WHS training	☐	☐			☐	☐
Hazard identification	☐	☐			☐	☐
SWMS	☐	☐			☐	☐
First aid certificate	☐	☐			☐	☐
WHS committee membership	☐	☐			☐	☐
Role Competencies						
Prospect for new clients	☐	☐			☐	☐
Qualify prospects	☐	☐			☐	☐
Handle trade enquiries	☐	☐			☐	☐
Conduct structured sales call	☐	☐			☐	☐
Handle objections	☐	☐			☐	☐
Prompt response to customers	☐	☐			☐	☐
Handle complaints	☐	☐			☐	☐
Handle contracts	☐	☐			☐	☐
Comply with provisions of Competition and Consumer Act	☐	☐			☐	☐

Special training requirements:	

Supervisor: Date:

Signature:

Employee: Date:

Signature: