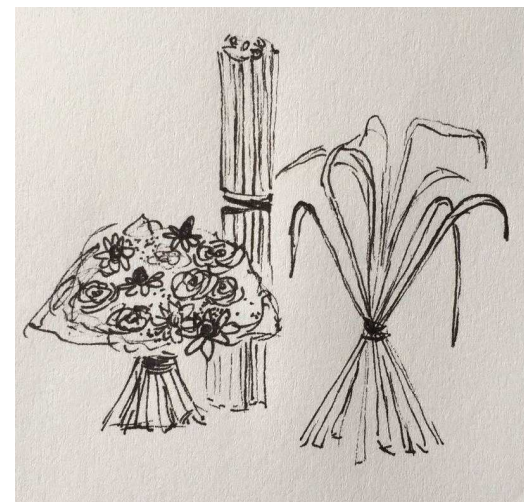


Learning Scenario

Bouquet binding



Title of the qualification	Florist
EQF level	Level 3 (Flower seller)
Reference to units of learning outcomes	U3 Techniques U3.2 Manufacturing techniques



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Core tasks and work tasks

Production and sale of floral decorations
Design of floral arrangements, green decorations and / or presentations
Offers eco-friendly products and natural materials
informs and advises

Situation in the company

As a skilled worker in a flower shop, you will be taking over a large part of the sales process this week. Because one of them your colleagues are sick and your colleague has a lot of flower work to do, the sales pitch and everything that goes with it is all about you.
The goal is to reach, speak, inform and advise as many customers as possible. You can also accept orders and deal with standard complaints.
In addition to customer service, it is also the intention that you pack the products properly and carry out the various cash register activities.
You are aware of your responsibility, but you also know that you can always rely on your colleagues for complex or unexpected questions.

Objectives of the task



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You receive customers and meet them in a polite manner where service is important. You inform and advise on the possibilities, taking into account the wishes of the customer regarding taste / style, price and occasion. In addition, you take orders correctly. Furthermore, you deal with standard complaints according to the applicable procedure. If you have more complex or extensive complaints, you can consult or refer you to your direct supervisor. You link this back to the customer.

You are aware of prices and price changes. In addition, you can package the sold products, taking into account the weather conditions, in the manner that is customary within the company.

You make the cash register and Pin ready for use; complete and replace cash register rollers. You operate the cash register according to instruction; payment, registration, processing of returns and packaging. In consultation with the supervisor, you close the cash register and transfer it. You count the cash register and discuss any cash differences.

Work assignment

Your supervisor gives you the task this week to conduct the various sales discussions. You speak to the customers correctly where you ask questions behind the wishes of the customer. You inform and advise the customer about the various possibilities. You must also be able to accept orders and handle complaints. In your company service is of paramount importance that you take into account.

You know the prices of the products and know when there are changes in the prices (discounts or offers for example). You also inform the customer of this.

If the customer has come to a decision, you will package it recognizable and in such a way that the weather conditions and the vulnerability of the product are taken into account.

You settle with the customer where you use the cash register the Pin device so that the sale of the product is well registered. You must also be able to process returns. At the end of the day you close the cash register after you have finished it.

Method

Complete the assignment by following the steps of the four-phase model below:





<p>To prepare</p> <ul style="list-style-type: none"> • Have sufficient knowledge of sales conversations, informing, advising, accepting orders, handling complaint packaging methods and payment methods. <p>To design</p> <ul style="list-style-type: none"> • Does not apply <p>To carry out</p> <ul style="list-style-type: none"> • Conduct sales calls where you take into account customer service, service and the correct pricing of the products. Accepting orders and handling complaints. Pack the products according to the store formula and pay. <p>Looking back</p> <ul style="list-style-type: none"> • Discuss the execution and the result of the assignment with your supervisor. What went well and succeeded? What would you do differently next time? 	
<p>Results</p>	
<p>Products</p>	
<p>The sales conversation</p>	<p>To answer customers correctly Assuming the customer's wishes by asking questions Inform and advise Accept orders Handle standard symptoms Knowledge of the products Service provision Contact the supervisor in case of complex or extensive complaints</p>



<p>Handling of sales</p>	<p>Inform customer about correct prices Package products according to house style Packaging products taking into account weather conditions / vulnerability</p>
<p>Cash management</p>	<p>Secure cash register and Pin Complete cash register, replace cash register rolls Operates cash register / Pin according to instruction; pay and register, process returns and packaging I.o.m leading and transferring the cash register.</p>