

# Branch: Specialised sales employee



**Code:** SELCEP

**Option: Sellers: Common equipment products**

**Level :** CP

**Prerequisites :** Primary school leaving certificate

**Opportunities :**

The salesperson works mainly in household goods, personal goods, sports and leisure goods shops or pet shops.

## **Description**

The activity of the holder of this CAP is oriented towards contact sales. The sales assistant is responsible for welcoming, informing and advising the customer. They must present the technical and commercial characteristics of the goods. They must also deal with any customer complaints. He sometimes makes deliveries. He/she takes delivery of goods and restocks them.

He/she receives the products, maintains the stock and helps to monitor the range. He/she welcomes customers, advises them and makes sales.

General education is centred on French expression and applied mathematics. Computer skills are a necessity today. In vocational education, the student learns the follow-up and the commercial presentation of products, merchandising techniques, and the commercial exploitation of a sales outlet.

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**Quality and competences :**

Sense of contact, great listening skills, adaptability, honesty, autonomy. Ability to stand almost permanently (except in reception or telesales positions), good elocution, ability to adapt to a generally noisy environment.