

Qualification Pack for Showroom Host / Hostess

Criteria for assessment of Trainees
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JOB ROLE	Showroom Host / Hostess L3
Qualification Pack	ASC/Q 1103
No. Of NOS	1 Role specific , 3 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
ASC/N1103	Carry out activities to host the customers in an automotive showroom	Viva	Practical
Host the customer and provide appropriate sales /	To be competent, the user/individual on the job must be able to:		
	PC1. greet, escort, seat the customers and offer refreshments (tea/ coffee)	12	23
	PC2. enquire and understand customer queries related to vehicle type, model, specifications		
	PC3. hand out vehicle brochure and specification cards to customers		
	PC4. coordinate with other colleagues to ensure satisfactory response to customer’s queries		
	PC5. assist the customer in filling the form related to the basic information, contact details to obtain basic demographic information about each customer, using a computer system, a log sheet, or other method established by the dealership		
	PC6. notify the appropriate sales executive that a customer is waiting, or introduce the customer to sales executive thereby transferring the showroom sales lead to sales executive	15	30
	PC7. provide basic information related to accessories/ value added or special services and transfer the lead to accessory/ VAS sales executive for detailed discussions		
	PC8. provide information when requested and promote organisation’s services, facilities		
	PC9. escort or remain in continuous contact while the customer stays in the frontal area of the showroom		
	PC10. wish the customer before he leaves the showroom and enquire if his visit was satisfactory		
	PC11. take a feedback from the customer at the time of his leaving on whether his visit was satisfactory and all his queries were adequately addressed or not	9	21
PC12. coordinate with sales colleagues to ensure that all pending responses promised to the customer are			

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	PC13. Co-ordinate with support staff in maintaining show room in presentable condition (including the models on display are cleaned, brochures are available etc.) PC14. promote maintaining of harmonious relations in the show room PC15. attend and participate in daily briefings, meetings regarding the overall process of customer handling as prescribed by the OEM PC16. participate in	12	28
	subtotal	48	102
ASC/N001	Plan & organize work to meet expected outcome		
Work requirements including various activities within the given time and	To be competent, the user/individual on the job must be able to: PC1. keep immediate work area clean and tidy PC2. treat confidential information as per the organisation's guidelines PC3. work in line with organisation's policies and procedures PC4. work within the limits of job role PC5. obtain guidance from appropriate people, where necessary PC6.	28	57
Appropriate use of resources	PC7. establish and agree on work requirements with appropriate people PC8. manage time, materials and cost effectively PC9. use resources	13	27
	subtotal	41	84
ASC/N 0002	Work together in a team	viva	Practical
Interact & communicate effectively with colleagues including member in the own group as well as other	To be competent, the user/individual on the job must be able to: PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written) PC2. work with colleagues to integrate work PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means PC4. work in ways that show respect for colleagues PC5. carry out commitments made to colleagues PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons PC7. identify problems in	18	37

