

Functional Analysis for the Vehicle Sales Sector – draft Oct 2014

Occupations	Functions	NOS
Vehicle Sales Executive	Work in a way which ensures the continued tidiness of your work environment	G1 – Contribute to housekeeping in motor vehicle environments
	Work in a way which ensures the safety of yourself and others	G2 – Reduce risks to health and safety in the motor vehicle environment
	Communicate clearly and politely with other colleagues and managers	G3 – Maintain working relationships in the motor vehicle environment
	Support and mentor colleagues to help achieve team targets and goals	G6 – Enable Learning through demonstrations and instruction
	Use understanding of the automotive market to find opportunities to make a sale	VS1 – Brand, Product and Market awareness in the vehicle sales and supply business
	Monitor and deliver sales and profit against targets set	VS4 – Self Management and Administration in a Vehicle Sales environment
	Communicate the relevant legislation and data protection laws to customers	VS3 – Comply with the legal requirements and Regulations of Vehicle Sales VS10 – Promoting finance and insurance for Vehicle Sales
	Communicate remotely with customers to promote the sales process	VS5 – Handling Vehicle Sales Telephone Enquiries
	Communicating with customers face to face to promote the sales process	VS7 – Automotive Retail Sales VS8 – Delivering a Vehicle Sales static presentation VS13 – Managing customer relationships in a vehicle sales environment VS15 – Meeting and greeting vehicle sales customers
	Formulate appropriate and cost effective sales packages for the	VS6 – Constructing and Understanding Vehicle Sales Packages

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	customer	
	Effectively close a sale	VS 7 – Automotive Retail Sales
	Deliver effective sales presentations to maximise the potential of sales	VS8 – Delivering a Vehicle Sales static presentation
	Carry out demonstration drives with consideration of the safety and security of the customer and the vehicle	VS9 – Conducting Vehicle Demonstration drives
	Effectively meet the customers' finance and insurance needs for buying a vehicle	VS10 – Promoting finance and insurance for vehicle sales
	Be able to value a vehicle for part exchange	VS11 – Appraising a Vehicle for Part Exchange
	Establish and maintain strong relationships to increase opportunities for repeat or new business	VS13 – Managing customer relationships in a vehicle sales environment
	Ensure a successful, smooth process of placing an order to handover of the vehicle	VS14 – Handover the vehicle to the customer
	Use positive verbal and non-verbal skills to welcome and encourage the customer into the sales environment	VS15 – Meeting and greeting vehicle sales customers
	Understand the different payment options for a customer and effectively take a payment for the vehicle	Existing units to be reviewed for importation and tailoring include VF49 – 'Process payments transactions in the automotive retail environment'

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Occupation	Functions	NOS
Fleets Sales Executive	As above	As above and including: VS2 – Understanding Fleet and Business Buyers needs