



Trade Supplier

Course Duration / 12 Months Level 2

Apprenticeship Standard

Ensuring an efficient flow of goods and services between manufacturers and their skilled trade customer base.

Course Overview

Trade Suppliers play a vital role in **ensuring an efficient flow of goods and services** between manufacturers and their skilled trade customer base.

They operate in a variety of sectors including electrical, plumbing, joinery and general building supplies. Typically, a **Trade Supplier will operate a small warehouse and trade counter**, which is visited regularly by professional trade customers who have technical knowledge about what they are buying. Trade Suppliers can specialise in roles in a trade business environment, which may include sales, purchasing, account management, logistics and administration.

Trade Suppliers will be dealing with **customer sales at the trade counter and over the telephone**, and will understand incoming deliveries, stock control and despatch. They will be familiar with processing customer orders and taking delivery of goods and the basic administration related to these functions.

A key element of their role will be to have technical knowledge of the products and services offered together with the bespoke systems and equipment used in their trade business. **They will communicate with a wide variety of internal and external customers** to build relationships and provide a high quality service that encourages repeat business.



Education & Skills
Funding Agency



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Trade Supplier Course Content

Knowledge

- * Structure, mission, objectives and culture and how the role contributes to its success.
- * Position in the flow of goods and services, between the manufacturer and the customer,
- * Position in the external market and the wider sector within which the business operates, including the roles available in relation to their own career aspirations.
- * internal policies and procedures, how these relate to the role and interact with legislative obligations.
- * Vulnerability to situations that pose risk to the brand and/or business reputation

Skills

- * using appropriate techniques and forms of communication to put customers at ease and gain their trust.
- * Delivering customer service that exceeds customer expectations
- * Identifying customer requirements and referring them onwards in an appropriate manner
- * Recognise the products, services and language used by trade customers and the technical application of those product and services
- * Receiving stock, despatching customer orders and processing returns in line with company processes
- * Using technology appropriately and efficiently in line with business policy, e.g. PoS (point of sale) machines, PCs

Behaviours

- * Adopts an approachable and friendly manner, interacting with customers in the style of the business
- * Takes an active interest in the range of products and services offered by the works with integrity in an honest and trustworthy manor
- * Demonstrates adaptability and flexibility in own performance
- * Shows an organised and committed approach, with a positive attitude.
- * Takes ownership and responsibility for own performance, is diligent and accurate
- * Supports equality and diversity in the workplace
- * Uses appropriate Personal Protective Equipment and operates machinery safely and effectively
- * Consistently takes into account company environmental and sustainability policies and procedures.