

Professional Sales DVS

☎ (514)800-2322 / (514)876-0832
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Program Description

The Professional Sales program prepares students to practise the occupation of retail sales consultant. Sales consultants work in retail establishments, selling a range of products and services, such as furniture, household appliances, electronic equipment, clothing, horticultural products and automobiles. They work directly with consumers to determine their needs and provide appropriate advice regarding the products and services that may meet these needs.

The aim of a sales consultant's work is therefore not just to sell products or services, but to offer solutions that correspond to their customers' needs, to provide advice, establish a climate of trust and build customer loyalty by offering personalized service that meets customer expectations. In addition to consulting and sales-related tasks, sales consultants may also manage and display in-store merchandise and provide after-sales service.

Sales consultants are employed in various types of retail establishments such as chain stores, specialty stores, department stores, independent and discount stores, and big-box stores. They generally work 35 to 40 hours a week on a full-time basis, and 15 to 20 hours a week on a part-time basis. However, their working hours may increase considerably during peak seasons.

Sector: Administration, Commerce and Computer Technology (01)

Code: 5821 / 60 credits / DVS

Number of Modules: 17

Length of Training: 900 hours (DVS)

Certification of Studies: Diploma of Vocational Studies(D.V.S.)

Upcoming Session: Sep 2018(Mon-Wed: 8:30-15:00), Nov 2018(Mon-Wed: 8:30-15:00)

Admission Requirements

Persons holding a Secondary School Diploma or its recognized equivalent.

Program Registration Fee: CAD 100

Course Outline



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PROFESSIONAL SALES			
CODE	MODULE	HOURS	CREDITS
948422	Occupation and Training	30	2
948436	Professional Relationships	90	6
948443	Consumer Behaviour	45	3
948452	Customer Service	30	2
948468	Sales	120	8
948473	Sales-Related Transactions	45	3
948481	Time Management	15	1
948492	Job Search	30	2
948504	Introduction to the Occupation	60	4
948512	Laws and Regulations	30	2
948522	After-Sales Service	30	2
948534	Second Language	60	4
948543	Products and Services	45	3
948554	Stock Management	60	4
948563	Visual Merchandising	45	3
948573	Marketing and Sales	45	3
948588	Workplace Integration	120	8