

## Sales Training Checklist

Name: \_\_\_\_\_

| Subject                                                                                                                                                                                                                 | Date | initials |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------|
| Mission Statement                                                                                                                                                                                                       |      |          |
| Value System                                                                                                                                                                                                            |      |          |
| Lines of Communication                                                                                                                                                                                                  |      |          |
| Introduction to staff                                                                                                                                                                                                   |      |          |
| Policies & procedures & operations                                                                                                                                                                                      |      |          |
| Computer System                                                                                                                                                                                                         |      |          |
| Customer Distribution System                                                                                                                                                                                            |      |          |
| Job Description & Non-selling responsibilities                                                                                                                                                                          |      |          |
| <b>Product Training by categories/vendor</b> (builders), lead time, pricing, order writing, options, features & benefits) use war room, display, reps, and catalogs                                                     |      |          |
| Upholstery-sofas                                                                                                                                                                                                        |      |          |
| Upholstery-sectionals                                                                                                                                                                                                   |      |          |
| Leather sofas                                                                                                                                                                                                           |      |          |
| Motion Sofas                                                                                                                                                                                                            |      |          |
| Recliners                                                                                                                                                                                                               |      |          |
| Case Goods                                                                                                                                                                                                              |      |          |
| Dining Room                                                                                                                                                                                                             |      |          |
| Bedroom                                                                                                                                                                                                                 |      |          |
| Youth                                                                                                                                                                                                                   |      |          |
| Home Office/desks                                                                                                                                                                                                       |      |          |
| Entertainment                                                                                                                                                                                                           |      |          |
| Outdoor                                                                                                                                                                                                                 |      |          |
| Bedding                                                                                                                                                                                                                 |      |          |
| Live Edge                                                                                                                                                                                                               |      |          |
| Ext Warrantees (Product Protection)                                                                                                                                                                                     |      |          |
| Mattress Protectors                                                                                                                                                                                                     |      |          |
| Spiffs                                                                                                                                                                                                                  |      |          |
| Table Pads                                                                                                                                                                                                              |      |          |
| Area Rugs/Pads                                                                                                                                                                                                          |      |          |
| OTR                                                                                                                                                                                                                     |      |          |
| Add Ons                                                                                                                                                                                                                 |      |          |
| Delivery charge/time frame/process                                                                                                                                                                                      |      |          |
| Give them projects                                                                                                                                                                                                      |      |          |
| Computer System<br>Order Entry<br>Checking Available for sale<br>Checking Reserving against incoming purchase orders<br>Cancellations<br>Rewrites<br>Voids<br>Transfers<br>Checking Customer Orders/Account information |      |          |