



الكلية الوطنية لتقنية السيارات
National College of Automotive Technology

Course Overview

This course enables the learner to prepare parts and accessories advisors with the fundamental knowledge and essential skills

Who is the course for?

Parts sales advisors or any individual who has the required knowledge in management and business terminology in automotive industry

What will I get out of it?

- Identify the importance of the role of the parts sales advisor within the business in constructing loyal and sustainable customers
- Describe the skills, attitude, knowledge and behaviours needed to perform the role effectively
- Distinguish between customer service and sales behaviours
- Identify how to welcome parts & accessories customers warmly and effectively
- Identify how to identify customer's requirements with empathy, speed and professionalism

Course Duration

25Hours (5 days)

Course Format

Labs /workshop

Course Fees

200 Omani Rial

Language

Arabic/English

