

## **Notes**

### **3.3 Task of the salesperson**

Salesperson tasks are divided into 3 sections:

Sales tasks

Supplementary services

Non-sales task

#### **3.3.1 Sales tasks**

Attaining customers through prospecting – Canvassing new customers

Regular contact via e-mail/ video conferencing/sms and visits

Presentation and demonstration

Handling enquiries and Objections – Provides information , answers questions and overcomes objections

Gaining information

#### **3.3.2. Supplementary services**

Customer services : The salesperson provides different services to customers such as product displays , promotion , training of sales personnel and placing advertising material and installing products

Handling of complaints : Salespeople are links between the buyer and the producer . It is the salespersons duty to ensure that the customer is kept satisfied

Handling returns and adjustments : All adjustments in documentation and accounts resulting from product defects , incorrect deliveries and returns are usually brought to the attention of the salesperson for correction

Credit applications : Salespeople also deal with documentation for credit applications and must establish the financial position of the prospective buyer beforehand

#### **3.3.3 Non – sales tasks**

Planning – Planning objectives , preparing for the presentation of sales demonstrations and daily

# Sales Management N5 Assignments

**D Kirk**



## **Sales Management N5 Assignments:**

Defense Logistics Management System, (DLMS), Version 2.0, DoD 4000.25-M, December 1995 ,1995      Complexity Management in Supply Chains Thorsten Blecker,Wolfgang Kersten,2006 Supply chains are faced with a rising complexity with manifold effects Because of the strong link between a supply chain s complexity and its efficiency supply chain complexity management becomes a major challenge of today s business management Therefore logistics and the supply chain management can play a significant role in mastering and managing complexity The new book edited by Thorsten Blecker and Wolfgang Kersten is exemplifying the current progress in complexity management Separate chapters are dedicated to clarify complexity management in transportation networks and supply chains It offers important insights of global and flexible network modelling to manage complexity complexity in supply chains developing human resource strategy performance measurement of green supply chain management complexity in transportation by means of containers and air cargos The volume written by well known experts of supply chain management from all over the world shows applicable solutions practical examples and use cases to illustrate complexity management and its application in logistics and supply chain management It presents the central perspectives for a modern complexity management in supply chains Therefore the book offers a fundamental understanding for workable complexity management concept their implementation to practitioners The book offers fundamental insights into actual problems of an general complexity management concept and their implementation to practitioners in industry logistics management service sector research and apprenticeship In addition to this it gives a valuable insight to the status of complexity management also for lecturers and students      **Farm Management** Mr. Rohit Manglik,2024-04-29 EduGorilla Publication is a trusted name in the education sector committed to empowering learners with high quality study materials and resources Specializing in competitive exams and academic support EduGorilla provides comprehensive and well structured content tailored to meet the needs of students across various streams and levels      Computerworld ,1991-03-18 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network      **Work Related Abstracts** ,1992      **Perspective** ,1999      Advances in Production Management Systems. Cyber-Physical-Human Production Systems: Human-AI Collaboration and Beyond Hajime Mizuyama,Eiji Morinaga,Tomomi Nonaka,Toshiya Kaihara,Gregor von Cieminski,David Romero,2025-09-27 The six volume set IFIP AICT 764 769 constitutes the refereed proceedings of the 44th IFIP WG 5 7 International Conference on Advances in Production Management Systems APMS 2025 held in Kamakura Japan from August 31st to September 4th 2025 The 227 full papers presented in these proceedings were carefully reviewed and selected from 247 submissions which cover a broad array of research and technological developments on the present and future of Cyber Physical HUMAN Production Systems They were categorized

under the following topical sections Part I Human centred Work Systems for the Operator 4 0 5 0 in Manufacturing Logistics and Service Domains AI Driven Decision Support and Human AI Collaboration for Smart and Sustainable Supply Chains Digital Twins and AI for Dynamic Scheduling and Human Centric Applications Part II Smart Manufacturing Evolution Integrating AI and the Digital Twin for Human centric Circular and Collaborative Production Systems Human centered Service Engineering and Digital Transformation for Sustainable Service Industries Shaping Human Capital for Industry 5 0 Skills Knowledge and Technologies for Human centric Resilient and Sustainable Manufacturing Experiential Learning in Engineering Education Theoretical and Practical Advances in Human centric Resilient and Sustainable Supply Chain Management Maintenance and Asset Lifecycle Management for Sustainable and Human centered Production Methods and Tools for Assessing the Value of Digital Sustainable and Servitized Offerings of Manufacturing Companies Part III Digital Transformation Approaches in Production and Management Digital Technologies in Manufacturing and Logistics Exploring Digital Twin IoT and Additive Manufacturing Enhancing the Value Creation Mechanisms of Manufacturing Value Chains through Digital Platforms Circular strategies and Servitization Principles Part IV Enhancing Value Chain Resilience through Digital Technologies How Supply Chain Can React to Internal and External Disruptions Mechanism Design for Production Service and Supply Chain Management Transforming Engineer to Order Projects Supply Chains and Systems Designing Next Generation Lean Models Supporting Social Sustainable and Smart Production Systems Part V Advancing Eco efficient and Circular Industrial Practices Upgrade Circular Economy for the Manufacturing Industry Cyber Physical System Based Approaches to Achieve Sustainability Industrial Data Spaces and Sustainability Enabling Circularity in Batteries Circular and Green Manufacturing Sustainable Product Design and Engineering Part VI Digital Services and Smart Product Service Systems Innovative Approaches and Methods for Developing Industry 4 0 and Industry 5 0 Skills Scheduling and Production Planning in Smart Manufacturing Supply Network Planning and Optimization Artificial Intelligence Machine Learning in Manufacturing Cloud and Collaborative Technologies Simulation of Production and Supply Chains

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