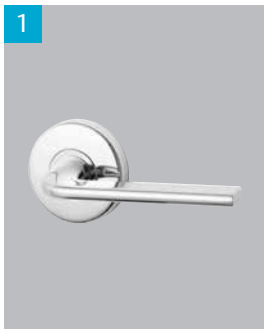




Retail Training Program

ASSA ABLOY

The global leader in
door opening solutions.



1 Velocity®
Glide™ Handle

2 110/40/123 Handy
Lock - 110 Series
padlock

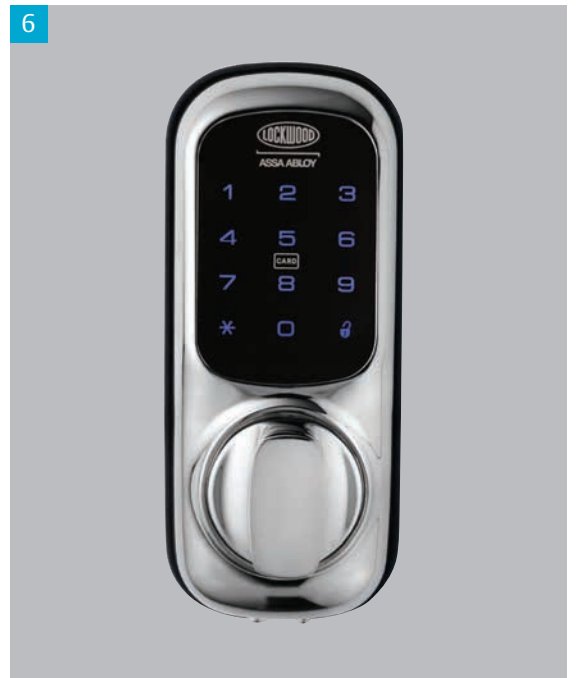
3 PadBolt

4 Tasman MK3
hinged security
screen door lock



5 Paradigm® 005
Deadbolt
(Round Rose)

6 001Touch™ Keyless
Digital Deadlatch



7 Single Cylinder
Deadlock



8 Nexion®
Keyless Entry
Lockset

9 Onyx®
Internal D Handle



Advance your knowledge of residential door hardware products

Most often, when customers seek information on security products, they are willing to make the purchase. Can your staff complete that sale? The ASSA ABLOY Retail Training Program has been developed to assist your staff as they work in the complex area of door locks, window locks and hardware.

The Retail Training Program helps staff to understand some of the issues around locking products. From the often conflicting requirements of; safety and security, home and contents insurance requirements, to an explanation of the relevant Australian Standards.

The Retail Training Program trains you to answer your customers' questions and provide them with security solutions, that they have never thought about. Up-selling related products to your customers will not only boost sales for your business but increase customer satisfaction!

The Retail Training Program is suitable for people working in a retail store environment who are responsible for door locks/furniture, window locks and padlock products. This training can help staff exceed customer expectations.

Within this market, there are a vast range of door locking products, with a wide range of functions, including electronic operation. As your customers expectation of service grows, there is a greater need for staff training to satisfy those customers requirements. This training will in turn maximise your sales potential of your business.

Program Content

The Retail Training Program covers the following areas:

- Introduction to residential door hardware
- Safety verses security
- Insurance company requirements and Australian Standards
- Door locking products
- Window locks
- Interior door furniture
- Padlocks and accessories
- Selling skills/customer service techniques and exercises
- Basic merchandising

Learning Outcomes

The Retail Training Program will provide:

- A thorough understanding of the safety verses security debate and how to maximise customers security whilst maintaining their safety
- Knowledge of Australian Standards relating to door, window and padlock hardware and their importance
- Experience in using questioning techniques to determine customers requirements
- Practical selling techniques including value added selling, selling add-ons, sales based on consumer benefits and solution selling
- Details of the key features of the different product groups
- Practical experience in answering questions about the suitability of products for different installations
- Printed training program manuals covering the major areas of the program
- Opportunities for discussion with our trainers who have many years of experience working with the products and marketplace

On Satisfactory Completion

Participants will receive a framed certificate of completion from ASSA ABLOY and will have a good base knowledge to build on over their careers in the industry.

Duration

The Retail Training Program is run over one full day of face-to-face training.

Two weeks prior to the training, participants are mailed and need to complete 1-2 hours of pre-work. The pre-work ensures all participants have some prior understanding of the basics of the retail door hardware market. This conserves valuable class time to focus on products and selling skills.

Upon completion of the face-to-face training, participants are given a written assessment task. The final assessment should be mailed back to ASSA ABLOY. The assessment task is designed to consolidate the training and ensure participants have a good comprehension of the topics covered.

Entry Requirements

To ensure the Retail Training Program will be a beneficial investment of your time, please ensure that you meet the following guidelines:

- Currently working within the residential door hardware industry, or progressing toward a role in the field
- Approval of your workplace manager

Where and when is the ASSA ABLOY Retail Training Program run?

The program is run in the following locations:

- Oakleigh, Vic
- Marleston, SA
- Auburn, NSW
- Malaga, WA
- Eight Mile Plains, QLD

The program runs approximately every two months in each location. For locations and dates, visit lockweb.com.au and follow the links to Training Programs.

How to Enrol?

Complete the attached application form and return it to the ASSA ABLOY Australia Training Manager or register online at lockweb.com.au

Training Program Costs

The Retail Training Program is run at no charge to ASSA ABLOY customers and business partners. Where travel and/or accommodation is required, the participant will need to cover his or her own expenses.

Other training programs

We also run a Commercial Training Program, Industrial Training Program, and other specialist training from a variety of locations. Check the details at lockweb.com.au or alternatively, your sales representative can provide details. Additionally, if you have a specific request, let us know, we may be able to tailor a program to suit your needs.



Application Form

Retail Training Program

ASSA ABLOY

Name: _____

Company: _____

Address: _____

State: _____ Post code: _____

Phone: (____) _____

Mobile: _____

Email: _____

Position in company: _____

Years in the industry (please circle): less than 1 1–2 3–5 more than 5

Managers' name and phone no: _____

ASSA ABLOY representatives' name: _____

Preferred training program session:

Location: _____

Dates: _____

Or

Please contact me to arrange a time and location (circle if required)

Do you have any special dietary or physical needs?

When you have completed this form, please send to:

training.au@assaabloy.com

Or

Mail to:

ASSA ABLOY Australia Training Manager

PO Box 42, Oakleigh, Vic 3166

Once your application is received, you will receive written notification of your enrolment. We may contact you if there are any difficulties in processing the request.

ASSA ABLOY is the global leader in door opening solutions, dedicated to satisfying end-user needs for security, safety and convenience.

ASSA ABLOY is represented in all major regions, in both mature and emerging markets, with leading positions in Australia, Europe and North America.

As the world's leading lock group, ASSA ABLOY offers a more complete product range of door opening solutions than any other company on the market.

ASSA ABLOY



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Australia

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