

## **Professional Technical Studies**

### **PATHWAY: Sales & Service**

#### **CLUSTER: Transportation, Distribution & Logistics**

#### **Maintaining Facilities, Equipment & Supplies**

- Identifies and describes automotive equipment reliability

#### **Management of Sales & Service Operations**

- Determines future demand for potential products and services
- Describes and explains alternative products, services, and pricing
- Uses technology to manage sales and service operations
- Determines sales growth opportunities for new products and services
- Analyzes changing customer and market needs
- Evaluates competitor products and services
- Monitors competitor pricing
- Determines future demand for potential products and services
- Establishes relationships with customers
- Determines customer needs
- Describes and explains alternative products, services, and pricing
- Assists customer in making decisions
- Closes customer sale
- Completes sales transactions

#### **Employability & Career Development**

- Displays initiative and open-mindedness
- Completes all tasks thoroughly and identifies strategies for accomplishing job