

NEW EMPLOYEE  
INDUCTION PROGRAM

**Employee Guide**





**To New Employee,**

**Congratulations and Welcome to the ProVision Induction Program.**

Over the next ten weeks you will work closely with your manager to ensure that the transition into your new position is as smooth and enjoyable as possible.

Each week you will learn new skills that are vital to your development and success within the practice that you are employed as well as the Optical Industry as a whole.

Your manager has received a ProVision Induction pack that is to be used as a guide to what you should be learning and when. We understand that each practice is different and learning can occur differently so do not worry if you move a little off track from time to time as long as you have completed the Induction Observation Checklist by the end of your first 4 months of employment.

Enjoy your induction process and make the most of this great opportunity.

Kind Regards,

**ProVision Education Team**

# Staff Induction - Employee Guide

## WEEK 1

### TOPICS TO COVER:

**Practice Induction:** Position Description / Policy & Procedures Manual  
Customer Journey  
Greeting & Acknowledging Customers (Step 1 Sales Process)  
Introduction to the Store System (Optomate / Sunix)  
Telephone Technique  
Occupational Health and Safety

### Study Guides

Induction Checklist  
Position Description  
Policy & Procedures Manual  
Reception Basics – ProLearn  
Sales Process  
Optomate / Sunix Handbook  
OH&S - ProLearn

### Day 1

Today you will be given an induction to your new practice. Areas that will be covered today will be elements of your employment that relate closely to your contract of employment, position description, and probation period. You will also be given a tour and explanation of the store i.e. kitchen, toilets and staff areas.

Your personnel / payroll forms will be finalised and filled out and you will be introduced to all staff members amongst other things. Your manager will go through the induction checklist with you and once completed will be signed and dated. Your manager may also get you to read the policy and procedure manual and sign parts of it to indicate that you have read and understood the information.

You can use your individual ProLearn Login and Password details or you can email Shanelle Spence (Education and Business Services Officer) at [education@provision.com.au](mailto:education@provision.com.au) to have one set up.

### Day 2

Occupational Health and Safety Awareness - ProLearn

### Rest of Week 1

#### Customer Journey

You will learn about why people visit your practice, the flow of events that occur with each customer and the level of service each customer is expected to receive.

The customer journey can start from the customer booking an appointment over the phone or in store, or it can start from the customer entering the practice to have a look at products or have some questions answered.

If your practice has its own unique Customer Journey your manager will share this with you. If your practice does not have one, there is one included in the handouts in the Induction Folder that you are able to use.

#### Greeting & Acknowledging Customers

It is vital that you learn to greet and acknowledge all customers correctly. Customers form opinions very quickly and within 60 seconds of entering your practice may decide whether or not they will buy from you. It is estimated that 85% of lost sales occur in the first 15 seconds of a customer entering a store.

Therefore understanding and practicing effective greetings can improve your sales dramatically. It is best practice to greet and / or acknowledge a customer as soon as they enter your practice, regardless of whether the dispenser is already with someone or not.

If you are already serving a customer or are on the phone to a customer you should always acknowledge a new customer so that the customer knows that you are aware of them.

Greeting & Acknowledging Customers is step 1 of the Sales Process (found in handouts) and it is very important that staff know what is expected from them. Reception Basics – ProLearn has some great tips on greeting and acknowledging customers and also building rapport.

## Introduction to the Store System

You will be introduced to the store system that your practice uses, the most common two are Sunix and Optomate. You will be shown all the basic functions that you will need to use initially. At this point we would suggest things like inputting lifestyle information, personal details and Medicare data.

You will learn how to make appointments and any appointment book management systems the practice has in place will be explained to you. Appointment book management is a strategy put in place to ensure that appointments are booked at a time that will benefit the running of the business.

## Telephone Technique

It is common for new employees to answer the phones in their first week as they do not yet have all the skills to perform other tasks. The telephone can be the first point of contact for some customers and once again it is important to make a good first impression.

You will be shown the correct way to answer the phone in your practice and taught how to correctly use phone functions. Reception Basics - ProLearn contains information on correct telephone technique.

You will now have completed your first week in your practice and your manager should have signed and dated the Observation Checklist. You also should have completed Reception Basics online on ProLearn.

If some of the areas have not been addressed or you are not demonstrating the correct behaviours or skills go over those areas again until you understand and your manager can sign off on them being competent.

## WEEK 2

### TOPICS TO COVER:

Features, Advantages & Benefits  
Frames Materials  
The Eye  
Eye Examination  
Basic Frame Repairs

### Study Guides

Eyecare Essentials – ProLearn  
Focus on Frames - ProLearn  
Adjustment Handouts

### Eye Examination

This week you will get a little more hands on experience. Start off by booking in for an eye test so you can explain the experience to a customer. Have the optometrist who performs the test explain the process and the equipment used in each step.

### The Eye

This is also a good time for you to learn the basics of how the eye works, set aside some time to complete Eyecare Essentials on ProLearn. This course is designed to introduce new staff members to the optometry practice and the eyecare industry.

With an emphasis on the eye, vision, optical theory and a small introduction on product concepts, this is the starting point to your eyecare education.

### Frame Materials

You will be introduced to the various materials used to make frames and told the features, advantages and benefits of each.

Your manager should point out and explain the frame materials that you have in your practice as well as any others that you may come across. Take the time to complete Focus on Frames on ProLearn as it goes into depth about the materials used and the advantages and benefits of them.

### Features, Advantages and Benefits

**Features:** Features are an important or beneficial property of an item. Product features are facts about what the product offers in terms of materials, parts, packaging, size, colour, brand name, design, technical specifications, country of origin, price and so on.

**Advantages:** Are the positive attributes of the product.

**Benefits:** Benefits are the satisfaction that a customer may enjoy as a result of a purchase. E.g. What will the feature do for the customer?

Using FAB's is a very important skill and it will be beneficial if you learn to use this right from the start. Focus on Frames on ProLearn is designed to provide you with information on various materials used in frames.

The main objective of this course is to provide you with the information that will allow you to describe the features and benefits of the products you stock. There is a Features, Advantages and Benefits handout that you can use to help you understand the differences and you can use it for future reference.

### Basic Frame Repairs

Basic Frame Repairs can be taught to you at this point. Simple repairs such as changing nose pads and tightening screws are a fantastic starting point.

You will now have completed your second week in your practice and your manager should have signed and dated the Observation Checklist. You should also have completed Eyecare Essentials and Focus on Frames on ProLearn and received handouts on Frames Adjustments and Features, Advantages and Benefits.

If some of the areas have not been addressed or you are not demonstrating the correct behaviours or skills go over those areas again until you understand them and your manager can sign off on them being competent.

### Training Tip:

- Never state a feature without a benefit
- Never state a benefit that is not relevant to the customer
- Do not overload the customer with too many benefits

## WEEK 3

### TOPICS TO COVER - Skills Practice:

Store System Functions  
Features, Advantages & Benefits  
Frame Repairs  
Uniforms  
Components of Frames and Sunglasses  
Frame Selection

### Study Guides

All resources previously used  
Components of Frames and  
Sunglasses Handout  
Frame Selection Handout

**In week 3 you should take the time to practice the skills already learnt in weeks 1 and 2. A new job can be overwhelming and not all that was learnt in the first few weeks will sink in, take this opportunity to readdress particular skills that you want to practice and build on.**

### Frame and Sunglass Components

You will be taught the correct names of Frame and Sunglass Components, a handout has been provided for you to fill in once you have had the parts explained to you.

Even though much of this week has been revision it is important to complete the observation checklist so you can monitor your development and ensure you are getting the benefits of a thorough induction.

### Frame Selection

Spectacles are now rightfully considered a fashion accessory. Our customers rely heavily on us to guide them through the frame selection process to help them choose the perfect frame. One of the components of frame selection is face shape and being able to recommend a frame that complements your customers face shape.

## WEEK 4

### TOPICS TO COVER:

Sunglasses  
Taking Measurements – PD's and Heights  
Standard Alignment / Final Fitting  
Brands – Suppliers / Labs

### Study Guides

Sunglass Catalogues  
Adjustment Handouts  
Eyecare Essentials – ProLearn  
Focus on Frames – ProLearn  
Supplier Partners / Brands  
Listing

### Sunglasses

Sunglasses can sometimes be a part of the business that is left until last or even forgotten about completely. Sunglasses are an integral part of eyecare and if you know the Features, Advantages and Benefits of the sunglasses that you stock it will become second nature for you to recommend them to your customers.

If your practice has any catalogues from sunglass suppliers have a look at them as they are a great learning tool. If you do not have any, ask your manager to call your suppliers and ask them to send some product knowledge information out to your store.

### Brands & Preferred Suppliers

You will probably be starting to identify the different brands you stock and also may notice the different labs that you send your jobs to be cut. This is the ideal time to learn about preferred suppliers, brands and labs that your practice uses.

### Heights & Measurements

Your manager will demonstrate and explain the process of taking a PD measurement, this was covered in Eyecare Essentials which you should have already completed but it is now time for you to practice.

Take PD's for all other staff members and when you feel confident you can start doing that step of the dispensing process.

You will also be shown the technique of taking bifocal and progressive lens heights. Your manager will demonstrate this process 2 or 3 times on staff members or customers.

**Ensure that they explain the importance of the following aspects:**

- Adjusting the frame so that it is in final fitting
- Both customer and staff need to be relaxed and sitting naturally
- Adjust your height to suit your client

### Standard Alignment & Final Fitting

Use the handout provided to learn the steps to getting a frame into standard alignment. You should be given the opportunity to practice putting frames into standard alignment using frames that have been written off.

Once you have put frames into standard alignment introduce the method of final fitting, there is also a handout for you to use as a guide. Once again use an old frame or written off frame to practice final fitting on other staff members.

You will now have completed your forth week in your practice and your manager should have signed and dated the Observation Checklist. You should also have completed Eyecare Essentials and Focus on Frames on ProLearn and received handouts on Frame Adjustment.

If some of the areas have not been addressed or you are not demonstrating the correct behaviours or skills go over those areas again until you understand them and your manager can sign off on them being competent.

### Training Tip:

- Understand the importance of getting measurements correct from both a customer and business perspective
- Incorrectly centred lenses cause visual discomfort and eye strain
- A customer may need to have the lenses remade, inconveniencing the customer
- Lenses that need to be remade cost the business – lost profit and increased labour



## WEEK 5

### TOPICS TO COVER:

**Lifestyle Questions:** WTTP Form, Linking and using FAB's  
Complex Adjustments – Rimless & Nylon Rim  
Lens Basics – Single Vision, Bifocal & Progressive  
Lens Coatings  
3 Way Handover

### Study Guides

Sales Process (Steps 2 & 3)  
Lenses in Depth – ProLearn

### Lifestyle Questions

We start week 5 by introducing the concept of lifestyle questions. Lifestyle questions are questions that will allow you to discover your customers' needs and wants.

While using a Welcome To The Practice Form is a great place to start finding out information about your customer, not everyone who enters your store will be booked in for an appointment so it is important for you to know what types of questions you should be asking customers.

Customers will need eyewear for different reasons and areas of their life, **For Example:**

- Everyday
- Work
- Sport
- Reading
- Driving
- Special Occasions
- Seasonal – Summer / Winter
- Follow trends
- Holiday

Discuss with your manager the types of questions that you can ask customers to establish their lifestyle needs, **For Example:**

- What do you do at work?
- What do you do on the weekends?
- What do you mainly use your glasses for?
- What are your hobbies?
- What kind of sports do you play?

It is vital for you to start linking lifestyle questions to Features, Advantages and Benefits.

### Complex Adjustments

Now is the time to start practicing some of the more difficult and complex adjustments such as rimless and nylon rim frames. The most effective way to do this is to have a frame of each type for you to practice on.

Your manager will explain how to adjust the frames without damaging the lenses or the frame. Also have your manager take the nylon out of a nylon rim frame and teach you how to replace the nylon.

### Lens Basics

You will most likely be talking a little bit about different lenses and what they do. Lenses in Depth – ProLearn will take you through the different types of lenses available and the coatings to enhance the customer's vision and wearing comfort. Your manager may need to explain the definition of the different lenses:

**Single Vision:** Refer to lenses that have only one focal power. They correct for a single viewing distance. E.g. Near, Distance, Intermediate

**Progressive:** Progressive lenses have no visible lines and have a gradual power change as you look down through the lens power channel. They are often called multifocal, or graduated lenses. Progressive lenses allow clear vision at any distance by positioning of the head and eyes.

**Bifocal:** Bifocal lenses most commonly have a distance prescription at the top and the near prescription is in a segment down the bottom. There are other variations with distance, reading and intermediate available depending on the customer's needs.

### Lens Coatings

You will be shown the different lens coating available to customers and explained what each one does and who it would be good for. **Here is a list of some that you can start off with:**

- Multicoat
- Transitions
- Hard Coat
- Tinting
- Polarised
- UV
- Drive Wear

## 3 Way Handover

The 3 way handover is a fantastic way of ensuring our patient has consistency, and understanding through the whole eye examination process.

You have been learning the skill required to dispense a pair of glasses, a key aspect of this is the **3 Way Handover**.

- 3 way process, 3 people involved
- The optometrist is holder of valuable information, they have had 30 minutes to learn the customer's needs
- Retail staff are seen as "sales staff"
- Baton pass demonstrates that the optometrist has confidence in the sales staff

### The formula is simple:

- The customer is greeted by the receptionist and is introduced to the dispenser. The dispenser begins to build a relationship with the customer.
- The customer is then introduced to the optometrist by the dispenser.
- The dispenser meets the patient and the optometrist after the consultation.

This is the critical part of the handover, its best if the patient is offered a seat and the dispenser and optometrist discuss the requirements in front of the patient.

This once again highlights the recommendations made to the patient during the consultation.

- It's important that no patient is left to just walk out the door before a discussion has taken place. You should never assume that the customer doesn't want to update their look with a new set of frames.
- We recommend at least three recommendations are made by every optometrist during the consultation based on their specific requirements.

As you can see, the reason the process is called a 3 Way Handover because there are 3 transfers for the patient in the process. The first is when the customer enters the practice and is introduced to the dispenser, the second is when the patient is handed to the optometrist, and finally when the customer has completed their eye examination and is handed back to the dispenser.

### Never

- Complete the handover behind a reception desk
- Discuss the handover without the customers involvement
- Avoid introducing the customer to the dispenser

- Let a customer walk out the door without discussing their eyewear needs with the dispenser
- Assume no change in Rx means the customer doesn't want to update their look

### Always

- Try to hand the patient back to the same person
- Attempt to recommend 3 solutions to every customer
- Discuss the recommendations to the dispenser in front of the customer
- Use words such as "expert, capable hands"

You will now have completed your fifth week in your practice and your manager should have signed and dated the Observation Checklist. You should also have completed Lenses in Depth on ProLearn and revisited the handout on the Sales Process.

If some of the areas have not been addressed or you are not demonstrating the correct behaviours or skills go over those areas again until you understand them and your manager can sign off on them being competent.

## WEEK 6

### TOPICS TO COVER:

Lifestyle Questions – Linking WTTT Form, FAB's for recommending multiple pairs  
Closing the Sale  
Handling Objections  
Keep it Sold – After Sales Service (Warranties)  
Contact Lenses

### Study Guides

Sales Process (Steps 4 & 5)  
Contact Lenses – ProLearn

### Recommending Multiple Pairs

You have previously learnt the skills necessary to fill in the Welcome To The Practice form, ask lifestyle questions and the basics of frames and lenses. You will need all of these skills to recommend multiple pairs of glasses to your customers.

The majority of people who enter our practices will need more than one pair of glasses, you would not wear dress shoes to play basketball and you would not wear the same shirt 5 days in a row so it is safe to assume that one pair of glasses may not satisfy all of our customer's needs.

When you talk to people about their lifestyle, you can help them to find multiple pairs of glasses and / or sunglasses to meet their needs. Refer back to the list in week 5 for some ideas.

As a dispenser it is your job to make the customer aware of all of their eyewear options. If there is anything you can do as a dispenser to make a customer's life more enjoyable you need to do it.

### Closing the Sale

The sale can be closed at any time during the sales process, however if you have not closed at the end of presenting the product that is when you may need to proactively ask for the sale.

#### Step by Step

1. The art of closing is to repeat your customer's need back to them
2. Ask for acceptance, "is that correct"
3. If the customer has still not made the decision repeat the Feature, Advantage & Benefit
4. Ask for acceptance
5. Ask for the sale. "I can have your new glasses ready for you on Wednesday, how does that sound?"

### Overcoming Objections

A buying objection is any statement that a customer makes to delay their decision. **The five most common objections are:**

- **Need** – They say they do not need your product or service for some reason or another, or perhaps they have a need you cannot satisfy e.g. "My current glasses work just fine thank you"
- **Price** – The objections here are about the price of the product e.g. "They cost how much?" Or "I can get two pairs down the road for less than that!"
- **Features** – They object to some element of what you are selling, whether it is aspects of a service or details of a product e.g. "I don't like that style. It looks rather modern for me."
- **Time** – In this, the objection is around time, such as the person not being ready to buy e.g. "I'm not sure, I will have to think about it."
- **Source** – They question the credibility of where the frame was made or the credibility of what you have told them about the product e.g. "I am not sure, I would prefer to buy from my local optometrist."

#### Customers object to buying for the following reasons:

- You have failed to make a good first impression
- In qualifying you have failed to identify the real need
- In presenting the product the customer has not seen the value or relevance to them or how it will benefit them. The presentation may have missed a step in regards to Feature, Advantage or Benefit
- If the customer has not volunteered the order and you have failed to ask for it, you will never get it.
- When the customer voices a concern such as it is too expensive this is ignored or not addressed and closing the sale will become impossible.

## The 5 steps to Handling Objections:

1. **Listen** – Use active listening methods, nodding and physically showing interest. Don't jump in at the beginning, if you do you are objecting to their objection.
2. **Question** – Ask questions, this shows that you are interested in them and interested in helping to solve their problem. Remember that this is not an interrogation so keep your questions light and relevant.

E.g. the customer says, "I will have to think about it." Say to them, "I understand that you need time to think it over, would you mind telling me which aspect you need to think about and I can make sure I have given you enough information about it."

This step will provide you with an opportunity to restate the customer's needs and the FAB's relating to the needs.

3. **Think** – Stop to think about what methods will work best for handling the customer's objection. Stopping to think adds a pause which can indicate that you are taking the objection seriously.
4. **Handle** – This step may happen straight after the objection or it may take more questioning to find out the real objection. If the customer says, "I can't afford it." Say to them "I can understand that it may be more than you budgeted for. We can sit down and find a solution that may suit your budget."
5. **Check** – Finally check if your objection handling worked, ask if you have answered their question and ask if they have any further questions they are wanting answered.

## Keep it sold

A lot of retailers make the mistake of ignoring everything after the customer starts to hand over their money; however this time is just as important as all the other steps.

By informing our customers about what they can expect from their product in regards to warranties, care instructions and adjustments we are showing our customers how much we value their patronage.

The ultimate goal is to exceed their expectations of service and create that much sort-after WOW factor. Congratulating and inviting our customers back into our stores is also vital and again shows our intention and professionalism.

If we skip the process of keep it sold we may be opening the door to buyer's remorse. Buyer's remorse can happen when the customer feels that they have not received value in some way which is not limited to money and can include service.

The customer may ring or drop back into the store and express their dissatisfaction with the product as a result. We can't please everyone all of the time however

## We can take some simple steps to minimise the risk:

1. Explain the warranty
2. Inform the customer of how to care for the product
3. Explain what they can expect from the product
4. Congratulate and invite the customer back

## Contact Lenses

During a quiet trade period ask your manager for time to complete Contact Lenses on ProLearn. This will give you the basic background knowledge of contact lenses, when they were invented, by who and how technology has played a part in their development in increased wearing comfort.

You will now have completed your sixth week in your practice and your manager should have signed and dated the Observation Checklist. You should also have completed Contact on ProLearn and revisited the handout on the Sales Process.

If some of the areas have not been addressed or you are not demonstrating the correct behaviours or skills go over those areas again until you understand and your manager can sign off on them being competent.

## WEEK 7

### TOPICS TO COVER:

Pre Delivery  
Skills Practice  
Loss Prevention

### Study Guides

Australian Lens Standards  
Materials previously used  
Loss Prevention handout

### Pre-Delivery

This week you learn the skills involved in the pre-delivery process. This process will vary slightly in each practice but the fundamentals will be the same.

- Check and neutralize all jobs using Vertometer once returned from lab
- Ensure lenses meet Australian standard
- Ensure that frames are in a standard alignment ready for handover
- Clean all markings and tags from frame and lenses and have ready in cases and presentation bag
- Ring or SMS customers to inform them to collect their purchase

You will need to learn how to use the vertometer in your practice. There is a copy of the Australian Standards for manufactured lenses to use. You may also need to refer back to the standard alignment handout.

This is a good week to once again go back through the observation checklist and ensure that you are still displaying the behaviours and skills that you have already learnt. If you identify any areas where improvement is needed you may wish to postpone week 8 and concentrate on skills practice until all areas previous addressed are deemed as competent.

You will now have completed your seventh week in your practice and your manager should have signed and dated the Observation Checklist. You should also have received a copy of the Australian Lens Standards.

If some of the areas have not been addressed or you are not demonstrating the correct behaviours or skills go over those areas again until you understand and your manager can sign off on them being competent.

### Loss Prevention

It is very important to your practice that you understand how you can help to minimise loss. Please read the loss prevention handout and complete exercises on the last page.

## WEEK 8

### TOPICS TO COVER:

Dispense Delivery

#### Dispense Delivery

This is a very important part of being an optical dispenser, some retailers spend a large proportion of time trying to make a sales only to let the process of delivering of the goods be a let down.

Many of your customers will be excited and looking forward to collecting their new glasses. Whether it is for the new look they will provide or for the increased visual comfort, you should share this excitement and not under estimate the value your customers put on their new eyewear.

Once again the process may be slightly different from practice to practice but here is a guide.

- Give customer personalised service
- Explain care instructions
- Explain warranties
- Explanation as to what to expect from their product and how often it is recommended that they return for an adjustment or consultation
- Seat the customer away from the front reception desk
- Place new spectacles on the patient's face
- Check all adjustments of frames
- Ask the patient questions regarding their visual clarity, troubleshoot any issues
- Ensures full payment is received
- Obtains approval on credit card health insurance and all other cards correctly
- Follow company policies to avoid credit card fraud
- Process Health Fund claims

Ensure you understand the importance of thanking the customer again and inviting them back to have their new glasses cleaned and adjusted at any time they feel necessary.

**Most importantly, you need to tell the customer how good the glasses look!!**

You will now have completed your eighth week in your practice and your manager should have signed and dated the Observation Checklist.

If some of the areas have not been addressed or you are not demonstrating the correct behaviours or skills go over those areas again until you understand and your manager can sign off on them being competent.

#### Training Tip:

Although you are used to performing dispensing tasks that require you to infringe on the customer's personal space your new employee may still find this uncomfortable.

Give them some examples of things they can say to a customer to make everyone feel at ease. A good start is to have them explain what they are doing to the customer. E.g. "I will now be placing your new glasses on your face and having a close look to see if they are fitting correctly and will be comfortable for you".



## WEEK 9

### TOPICS TO COVER:

Five Steps to the Sales – Putting it all together  
Troubleshooting – Adjustments  
Housekeeping – Visual Merchandising Guidelines  
Floor Walk

### Study Guides

Floor Walk Checklist

### Putting It All Together

Week 9 is about bringing all new skills together. You should be competent in completing the sales process from Step 1 through to Step 5, you will be able to recommend frames, lenses, lens extras and multiple pairs by asking the appropriate lifestyle questions, using FAB's and being able to overcome any buying objections that may arise.

On top of the product knowledge and sales skills you have learnt you will also be able to adjust frames to standard alignment; final fitting and trouble shoot any adjustment or progressive lens problems. You will be able to perform various frame adjustments and repairs for your customers.

Week 9 should also see you displaying appropriate telephone technique and being able to use functions on the telephones and the store system.

In addition to bringing skills together you will also learn the importance of Visual Merchandising and the basic principals behind making your practice look its best. The Floor Walk Checklist is a great tool to use in your store as it is a great reminder of things that need to be done to keep the practice looking inviting to customers.

You will now have completed your ninth week in your practice and your manager should have signed and dated the Observation Checklist. You should have received the Floor Walk Checklist. If some of the areas have not been addressed or you are not demonstrating the correct behaviours or skills go over those areas again until you understand and your manager can sign off on them being competent.

### Training Tip:

During a quiet trading period do a role play that will incorporate numerous skills already learnt. Pretend that you are a customer who has just had an eye test and now needs glasses.

Have your new employee take you through the entire process as they would a customer.

### Things to look for would include:

- Introduce themselves by name and use your name throughout process
- Asks lifestyle questions in a logical order to discover your needs and wants
- Narrows down selection by offering 3 appropriate choices
- Recommends multiple pairs based on needs discovered in questioning
  - Uses features, advantages and benefits to link products back to your needs
  - Attempts to close the sale

## WEEK 10

### TOPICS TO COVER:

Future training requirements

### Study Guides

ProVision training brochure  
ProVision training calendar

**Congratulations.** You have now officially finished the in-store and online component of the Induction Process. ProVision offers various courses that will add to and further develop the skills already learnt. Sit down together and work out future training opportunities based on your needs and the needs of the practice.