

Name _____ Date _____

TRANSFERABLE SKILLS

James is a waiter, but he wants to change his career path. He would like to get into sales, and he applies for a sales representative position working in a mobile phone provider store, selling phones and plans. He is worried that he will not get the job because he has never worked in sales before.

Tasks as a waiter:

- Inform customers of the menu Make the customers want to come back
- Deal with many tables at one time Make recommendations to customers
- Answer questions
- Deal with any customer complaints

Task as a sales representative:

- Answer questions Inform customers of products
- Serve as many customers as possible
- Deal with customer complaints Convince customers to buy products
- Make the customers want to come back

What skills does James have as a waiter that can be transferred to being a sales representative?