

Staff Training Program

Building Materials & Hardware

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Designs a staff training program — product knowledge (grades/specs/applications across cement, steel, tiles, paint, plywood), selling and upselling, billing/GST accuracy, credit discipline and customer service — so staff advise credibly and sell profitably. Use it to build capability. For hiring use the Staff Hiring Kit.

Purpose of this tool & output

Build product knowledge and selling skill

How the output is used

Use it to build product knowledge and selling skill — a training program so staff advise correctly and sell the whole system.

Important cautions

Product knowledge builds customer trust and upsell; use free company/brand product training and coach staff on the counter, not just in a room.

Companion documents

- Staff Hiring Kit
- Employee Agreement
- Sales Staff Incentive Plan
- HR Policy Handbook
- Attendance & Payroll System
- Staff Retention Plan

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.