



LEADERS HOLDING CO.TM

Est. 1971



Outdoor Furniture | Replacement Cushions | Umbrellas

Windward® Vendor Certification

Our long term vision is that every team member will need to “Vendor Certify” on a brand every year by a certain date. The brands that a sales associate is vendor certified on they will make a higher commission rate than the vendors they are not certified on. A predetermined score must be achieved to earn the certification. Below is the Windward® Certification Review. Once completed, please submit your answers to Sales Leadership. Good Luck!

1. What is the lead time for Windward®
2. What does Windward specialize in (What is unique about the company)?
3. List all the warranties on all products that Windward® carries
4. What fabrics can be sold with Windward products?
 - How do you cross reference each of them?
5. Using FROG Play, what are the steps of processing the following Special Orders in FROG:
 - Cushion Furniture
 - Sling Furniture
 - Tables
 - Padded Sling
 - Strap Furniture
 - Wicker Furniture
 - Parts
 - Cut yardage
6. Using a Contract Quote, how do you price out and process a Windward® Contract sale?
7. Summarize Windward’s company story:
8. What is Windward’s Goal?
9. What is Windward’s Mission?

10. What are Windward's competitive advantages?
11. Where to find company info
 - Contact
 - Rep
 - Pricelist
 - Website
12. Product Knowledge
 - Construction
 - Durability
 - Features and benefits
13. Which country is MGP (marine grade polymer) furniture imported from?
14. True or False: MGP furniture requires annual refinishing.
15. What is the retail frame & finish warranty on aluminum and MGP furniture?
16. What is the fill inside the Oxford wicker collection with the built-in cushion?
17. True or False: The cushions on Windward furniture are imported from China?
18. What is the up-charge for the Gloss Sterling aluminum frame finish?
19. When ordering padded slings, what type of fabric must be used on the back?
20. What is a cut-yardage program?
21. Name one waterproof fabric program offered by Windward.
22. True or False: All products available in the Windward retail catalog are available for commercial use?