



**LEADERS HOLDING CO.<sup>TM</sup>**

Est. 1971

*Casual  
Comfort*

*Enjoy Life Outdoors*

## **Casual Comfort® 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 Casual Comfort’s Certification Review. Once completed, please submit your answers to Sales Leadership. Good Luck!

1. What is the lead time for Casual Comfort’s
2. What does Casual Comfort’s specializes in (What is unique about the company)?
3. List all the warranties on all products that Casual Comfort’s carries
4. What fabrics can be sold with Casual Comfort’s 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
    1. Central Cushion SPO
    2. Casual Comfort’s SPO
  - Ordering a piece two-toned
6. Using a Contract Quote , how do you price out and process a Casual Comfort’s Contract sale?
7. Summarize Casual Comfort’s company story:
8. What is Casual Comfort’s Goal?
9. What is Casual Comfort’s Mission?
10. What are Casual Comfort’s competitive advantages?
11. Where to find company info
  - Contact
  - Rep
  - Pricelist
  - Website

## 12. Product Knowledge

- Construction
- Durability
- Features and benefits