



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AVII2006B Conduct in-flight retailing**

**Revision Number: 1**

## **AVII2006B Conduct in-flight retailing**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to conduct in-flight retailing on a commercial aircraft in accordance with relevant regulatory requirements, including assessing customer needs, promoting products and customer services, handling payments, handling complaints, completing administrative requirements, carrying out stocktaking procedures, reconciling money/stock, ordering and storing stock, and maintaining security of goods and revenue. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

#### **Application of the Unit**

Work must be carried out in accordance with workplace procedures and the relevant regulatory requirements, including OH&S, customs and security regulations along with customer service principles and protocols to the conduct of in-flight retailing.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed under some supervision usually within a team environment.

Work involves the application of customer service principles and procedures, relevant regulations and protocols to the conduct of in-flight retailing on commercial aircraft across a variety of operational contexts within the Australian aviation industry.

### **Licensing/Regulatory Information**

Not applicable.

## **Pre-Requisites**

Not applicable.

## **Employability Skills Information**

**Employability Skills**                      This unit contains employability skills.

## **Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
<b>1 Assess customer needs</b>	1.1 Appropriate questioning techniques are used to determine customers' needs and product preferences in accordance with workplace procedures 1.2 Individual needs of customers are accurately assessed and suitable products are identified 1.3 Advice is courteously provided to customers on products available for sale in accordance with workplace procedures and trade practices regulations
<b>2 Promote products and customer services</b>	2.1 Products and services available to customers are effectively promoted in accordance with workplace procedures 2.2 Selling techniques appropriate to the product and customer are employed, in order to make sale in accordance with workplace procedures
<b>3 Handle payments</b>	3.1 Customers are courteously advised of amount due in accordance with workplace procedures 3.2 Payments for products are processed in accordance with workplace procedures, including credit card transactions where applicable 3.3 Currency conversion rates are correctly applied during transactions where applicable 3.4 Correct change is returned to customer, where appropriate 3.5 Appropriate precautions are taken to minimise/identify incidences of credit card fraud in accordance with workplace procedures
<b>4 Handle complaints</b>	4.1 Complaints are promptly and sensitively identified and received in accordance with workplace procedures 4.2 Complaints are handled and/or reported to senior personnel in accordance with workplace procedures 4.3 Appropriate follow-up action is taken to ensure a positive outcome in accordance with workplace procedures
<b>5 Complete administrative requirements</b>	5.1 Reconciliation of money and stock is completed in accordance with workplace procedures 5.2 Appropriate documentation of financial transactions and reconciliations is completed, in accordance with workplace procedures and customs requirements 5.3 Pay-in procedures are accurately performed in accordance with workplace operational and security procedures
<b>6 Carry out stocktaking procedures</b>	6.1 Stocktaking procedures are carried out accurately, in a timely manner and in accordance with workplace procedures and regulatory requirements

**ELEMENT****PERFORMANCE CRITERIA**

- 6.2 Any shortfalls are checked and reported as required
- 6.3 Required stocktaking documentation is completed in accordance with workplace procedures and customs requirements
- 7 Order and store stock**
- 7.1 Internal requisitions are correctly placed in accordance with workplace procedures and customs requirements
- 7.2 Uplifted stock is received and checked for quality and quantity
- 7.3 Faulty or incorrect goods delivered are promptly identified and appropriate action taken in accordance with workplace procedures
- 7.4 Uplifted stock is correctly stored and in accordance with workplace procedures
- 7.5 Stock is handled and stored using safe manual handling methods in accordance with OH&S regulations
- 8 Maintain security**
- 8.1 Compliance is maintained with security procedures for the protection of saleable amenities and revenue at all times in accordance with workplace procedures
- 8.2 Breaches in security are promptly identified and reported and appropriate action is taken in accordance with workplace procedures

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

#### Required knowledge:

- Relevant regulatory requirements pertaining to in-flight retailing
- Relevant OH&S, hygiene and environmental procedures and regulations
- Relevant customs, quarantine, equal opportunity and anti-discrimination regulations
- Principles of customer service and effective selling
- Airline procedures and standards for in-flight retailing, including selling, stocktaking, stock/money reconciliation, customs, security and administrative processes
- Saleable products, amenities and services including their features, characteristics and pricing
- Risks that exist when conducting in-flight retailing and related risk control procedures and precautions
- Problems that may occur when conducting in-flight retailing and appropriate action that should be taken in each case

#### Required skills:

- Communicate effectively with others when conducting in-flight retailing
- Read and interpret instructions, regulations, procedures and other information relevant to in-flight retailing
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to in-flight retailing
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting in-flight retailing
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when conducting in-flight retailing in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unexpected events that may arise when conducting in-flight retailing
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when conducting in-flight retailing
- Monitor and anticipate operational problems and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

**REQUIRED KNOWLEDGE AND SKILLS**

- Adapt to differences in equipment and operating environment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Implement OH&S procedures and relevant regulations
- Identify and correctly use equipment required when conducting in-flight retailing

# Evidence Guide

## EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

### **Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
  - In both real and simulated environments, access is required to:
    - relevant and appropriate materials and equipment, and
    - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### **Method of assessment**

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace



## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- Service may be provided:
- on any passenger-carrying aircraft type in commercial service
  - during short and/or long haul services
  - in any category of service including economy, business class and first class
  - in any allowable operating and weather conditions
  - in accordance with regulatory and operational requirements
- Performance may be demonstrated on:
- an approved cabin service simulator
  - a passenger-carrying aeroplane
- Payments for products may be made:
- in Australian currency
  - in foreign currency
  - by credit card
  - by travellers cheque
- Questioning techniques may include:
- open questions (useful for gaining new information)
  - closed questions (useful for gaining commitment or confirming needs/understanding)
  - limiting questions (useful for offering alternatives, such as to verify/clarify information before recommending, to enable focus on particular passenger's needs, to provide control and direction)
  - leading/rhetorical questions (useful for focusing on a particular need; answer is implied in question)
  - active listening
  - checking understanding
- Advice to passengers on aspects of saleable products/amenities may include:
- features
  - benefits
  - match to customer's needs
  - price
  - payment methods
- Security procedures for the protection of saleable amenities may include:
- stock procedures
  - stowage
  - bond store locks and keys
- Persons consulted during in-flight retailing may include:
- passengers
  - other crew members
  - relevant ground staff

## RANGE STATEMENT

Dependent on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as:

- aircraft resourcing staff
- company procedures
- enterprise procedures
- organisational procedures
- established procedures
- standard operating procedures

Information/documents may include:

- relevant regulations pertaining to in-flight retailing including regulations pertaining to trade practices and the operation of carts in aisles
- airline in-flight retailing and security procedures and instructions including procedures and precautions for credit card transactions
- job specification
- OH&S procedures
- operational manuals for equipment used during in-flight retailing
- information on saleable products, amenities and services
- information on currency conversion/exchange rates
- sale catalogues
- stocktake checklists and procedures
- customs requirements
- induction and training materials
- conditions of service, legislation and industrial agreements including workplace agreements and awards
- relevant regulations pertaining to in-flight retailing, including CASA regulations relating to retail operations on aircraft (i.e. the operation of carts in aisles)
- relevant OH&S legislation
- taxation legislation including GST
- relevant trade practices regulations
- equal opportunity and anti-discrimination legislation
- relevant customs and quarantine regulations
- relevant Australian Standards
- industrial relations and workplace compensation legislation

Applicable regulations and legislation may include:

## Unit Sector(s)

Not applicable.

## **Competency field**

**Competency Field**

I - Customer Service