



Australian Government

Department of Education, Employment and Workplace Relations

TLII3003A Provide customer service in transport vehicles/vessels

Release: 1

TLII3003A Provide customer service in transport vehicles/vessels

Modification History

Not Applicable

Unit Descriptor

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This unit involves the skills and knowledge required to provide customer service for local and overseas passengers in transport vehicles/vessels. This includes monitoring and addressing passenger needs, preparing and delivering commentaries, resolving problems and conflicts involving customers, and liaising with the suppliers of tourism products to ensure appropriate materials and services are obtained and made available to service customer needs. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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Customer service will be carried out in accordance with tourism and transport industries codes of practice and/or company procedures.

Work will be undertaken with limited or minimum supervision, with accountability and responsibility for self and others in achieving the prescribed outcomes.

Customer service involves the application of routine service principles and procedures to fulfil the information, comfort and other needs of both local and overseas tourism customers travelling in transport vehicles/vessels.

Licensing/Regulatory Information

Refer to Unit Descriptor

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

ELEMENT	PERFORMANCE CRITERIA
1 Monitor and address passenger needs	<p>1.1 Circumstances affecting passengers' needs and comfort are monitored and action taken in accordance with company procedures</p> <p>1.2 Needs of all types of passengers are acknowledged and appropriate assistance provided</p> <p>1.3 Passengers are advised on the operation of internal vehicle/vessel facilities and the benefits of wearing seat belts, where relevant</p> <p>1.4 Risks to passenger safety are identified and appropriate action initiated to minimise the risk</p> <p>1.5 Passengers are suitably advised of any safety risk and the action being taken</p> <p>1.6 Tact, courtesy, friendliness and patience are demonstrated at all times when dealing with passengers</p> <p>1.7 Passenger inquiries and requests are received and resolved with minimal delays</p> <p>1.8 Passenger inquiries and associated action are recorded and reported in accordance with company procedures</p>
2 Prepare and deliver commentaries	<p>2.1 Comprehensive briefings are delivered clearly and precisely</p> <p>2.2 Commentary presentations are well researched and delivered clearly and at precise timings</p> <p>2.3 Additional information is provided in response to questions</p> <p>2.4 Audiovisual equipment is correctly and safely operated, where installed</p>
3 Implement conflict resolution strategies	<p>3.1 Conflict and difficult situations are recognised and fair solutions are negotiated equitably</p> <p>3.2 Conflicts which are unable to be resolved are referred to a higher authority</p> <p>3.3 Opportunities to enhance the quality of the service are taken, particularly in conflict situations</p>
4 Communicate with suppliers	<p>4.1 Liaison is maintained with suppliers of tourism products and/or information to obtain accurate and comprehensive information on products available to meet customer needs</p> <p>4.2 Needs for tourism products and/or information are appropriately communicated to relevant company personnel</p>

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 state and territory regulations and industry codes of practice concerning tourism and transport operations as they relate to customer service and safety in tourism vehicles/vessels
- Relevant OH&S and environmental procedures and regulations
- Company customer service policies and procedures
- Relevant tourism products, services and/or operations
- Route information
- Local knowledge of features, history, landmarks and other items of interest to tourist passengers
- Special needs of persons with disabilities
- Special needs of different community sectors/cultures
- Procedures for the use of audiovisual equipment
- Procedures for the use of communications equipment
- Procedures for the handling of customer questions, complaints and conflicts

Required skills:

- Communicate effectively with others when providing customer service in transport vessels and vehicles
- Interact effectively with passengers
- Read and interpret instructions, procedures, information and signs relevant to the provision of customer service in transport vessels and vehicles
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of customer service in transport vessels and vehicles
- Operate electronic communication equipment to required protocol
- Conduct presentations to tourist passengers
- Provide leadership in the provision of customer service to tourism passengers
- Work collaboratively with others when providing customer service in transport vessels and vehicles
- 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 arise when providing customer service in transport vessels and vehicles in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when providing customer service in transport vessels and vehicles

Required skills:

- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of customer service in transport vessels and vehicles
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

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

EVIDENCE GUIDE

	procedures, regulations, codes of practice and operation manuals
Method of assessment	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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.

Type of vehicle/vessel may include:	<ul style="list-style-type: none"> • all transport vehicles/vessels providing services to local and overseas customers that may involve commentaries, answers to questions, and resolution of problems and conflict situations, including coaches, buses, taxis, hire cars, trams, trains, and tourism vessels and ferries on both short or long journeys/voyages, as required
Equipment may include:	<ul style="list-style-type: none"> • public address audio • video players and videotapes • audiotape/CD players and tapes/CDs • interactive computer/video equipment
Information/documents may include:	<ul style="list-style-type: none"> • tourism industry codes of practice or recommended procedures • company instructions and customer service procedures • tourism information including pamphlets, brochures and booklets • video and audio cassettes and CDs
Applicable procedures and codes may include:	<ul style="list-style-type: none"> • relevant state/territory regulations concerning tourism and transport operations as they relate to customer service and safety in tourism vehicles/vessels • relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field I - Customer Service