



Australian Government

AMPR305 Meet customer needs

Release: 1

AMPR305 Meet customer needs

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to identify customer needs. It also describes the use diverse sales techniques to satisfy these needs and promote enterprise products and services.

This unit is applicable to workers in meat retailing enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

All work should be carried out to comply with workplace and hygiene requirements.

This unit applies to individuals who work under broad supervision and take responsibility for their own work.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

AMPR105 Provide service to customers

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Provide information on products and services	1.1 Advise customer accurately and courteously on products and services which are relevant to customer requirements 1.2 Provide information on handling products, cooking requirements, presentation to the consumer, and a range of catering needs as appropriate 1.3 Offer customer alternative products or services, or advice on how

Element	Performance criteria
	to obtain same when requested item is not available
2. Satisfy customer needs	2.1 Discuss range of products and services with customer, which allows for informed decision making by the customer 2.2 Recommend products or services to meet customer needs 2.3 Sell products or services in accordance with customer's budget, preferred products and their availability
3. Deal with customer complaints	3.1 Deal with complaints and grievances courteously and efficiently to the satisfaction of the customer 3.2 Deal with customer complaints referred from other staff according to workplace requirements

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMR305C Meet customer needs	E
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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>