



**Australian Government**

# **AVII0008 Conduct in-flight retailing**

**Release: 1**

# AVII0008 Conduct in-flight retailing

## Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

## Application

This unit involves the skills and knowledge required to conduct in-flight retailing in compliance with relevant regulatory requirements of national operating standards.

It includes assessing customer needs, promoting products and customer services, handling payments, handling complaints and completing administrative requirements. It also includes carrying out stocktaking procedures, reconciling money/stock, ordering and storing stock, and maintaining security of goods and revenue.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties of flight crew and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under limited supervision within a single-pilot or multi-crew environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

## Pre-requisite Unit

Not applicable.

## Competency Field

I – Customer Service

## Unit Sector

Not applicable.

## Elements and Performance Criteria

### ELEMENTS

### PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|---|--|
| <b>1 Assess customer needs</b>                  | <b>1.1</b> Appropriate questioning techniques are used to determine customer needs and product preferences in accordance with workplace procedures               |
|   | <b>1.2</b> Individual needs of customers are accurately assessed and suitable products identified  |
|   | <b>1.3</b> Advice is courteously provided to customers about products available for sale in accordance with workplace procedures and trade practices regulations |
| <b>2 Promote products and customer services</b> | <b>2.1</b> Products and services available to customers are effectively promoted in accordance with workplace procedures   |
|   | <b>2.2</b> 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>                        | <b>3.1</b> Customers are courteously advised of amount due in accordance with workplace procedures   |
|   | <b>3.2</b> Payments for products are processed in accordance with workplace procedures, including credit card transactions                                       |
|   | <b>3.3</b> Currency conversion rates are correctly applied during transactions   |
|   | <b>3.4</b> Correct change is returned to customer  |
|   | <b>3.5</b> Appropriate precautions are taken to minimise/identify incidences of credit card fraud in accordance with workplace procedures                        |
| <b>4 Handle complaints</b>                      | <b>4.1</b> Complaints are promptly and sensitively identified and received in accordance with workplace procedures   |
|   | <b>4.2</b> Complaints are handled and/or reported to senior personnel in accordance with workplace procedures  |
|   | <b>4.3</b> Appropriate follow-up action is taken to ensure a positive outcome in accordance with workplace procedures  |
| <b>5 Complete administrative requirements</b>   | <b>5.1</b> Reconciliation of money and stock is completed in accordance with workplace procedures  |



## **Range of Conditions**

Range is restricted to essential operating conditions and any other variables essential to the work environment.

## **Unit Mapping Information**

This unit replaces and is equivalent to AVII2006 Conduct in-flight retailing.

## **Links**

AVI Training Package Companion Volume Implementation Guide available on VET Net: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>