



**Australian Government**

# **BSBSS00119 Customer Service Skill Set**

**Release: 1**

## BSBSS00119 Customer Service Skill Set

### Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

### Description

This skill set addresses the skills and knowledge to provide customer service for an organisation.

### Pathways Information

Units from this skill set can contribute to credit towards BSB30120 Certificate III in Business (Customer and Client Engagement).

### Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this skill set at the time of publication.

### Skill Set Requirements

BSBOPS304 Deliver and monitor a service to customers

BSBOPS305 Process customer complaints

SIRXCEG002 Assist with customer difficulties

SIRXPDK001 Advise on products and services

### Target Group

This skill set is for individuals who are required to provide customer service for an organisation.

### Suggested words for Statement of Attainment

These units of competency meet industry requirements for individuals who are required to assist and provide service to customers for an organisation.