



Australian Government

MEM16004 Perform internal/external customer service

Release: 1

MEM16004 Perform internal/external customer service

Modification History

Release 1. Supersedes and is equivalent to MEM16004B Perform internal/external customer service

Application

This unit of competency defines the skills and knowledge required to provide assistance to internal and external customers across a range of products and services.

Typical applications of this unit would be found in service and design departments and include taking one-off or special orders requiring detailed descriptions or handling of complaints.

This unit should not be selected when Unit MEM16003 Provide advanced customer service has already been selected.

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

Band: A

Unit Weight: 2

Pre-requisite Unit

MEM13015 Work safely and effectively in manufacturing and engineering

MEM16006 Organise and communicate information

Competency Field

Communication

Elements and Performance Criteria

Elements describe the essential outcomes.

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

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|---|--|
| 1 Identify customer requirements | 1.1 Follow standard operating procedures and comply with work health and safety (WHS) requirements at all times |
| | 1.2 Identify customer requirements from verbal or written communication |

Elements describe the essential outcomes.

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

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|---|-------------------------------------|-----|---|
| | | 1.3 | Determine product/service availability to meet customer requirements |
| | | 1.4 | Communicate clearly the degree to which customer requirements can be met and propose alternatives for any inability to completely satisfy customer requirements |
| | | 1.5 | Use communication skills to provide positive customer experience |
| | | 1.6 | Complete documentation to record customer details and order requirements |
| 2 | Action customer requirements | 2.1 | Take appropriate action to implement customer requirements |
| | | 2.2 | Record products and services provided to customer and complete require workplace documentation |
| 3 | Handle customer issues | 3.1 | Receive complaint information to ensure a thorough understanding of customer issue |
| | | 3.2 | Determine required action and address or refer matter to appropriate personnel |
| | | 3.3 | Record and follow up customer requirements not able to be met |

Foundation Skills

This section describes those required skills (reading, writing, oral communication and numeracy) that are essential to workplace performance in this unit of competency.

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

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Customer liaison includes using one (1) or more of the following:

- telephone
- written forms
- email
- face-to-face contact
- digital/electronic tools

Customer requirements include one (1) or more of the following:

- product
- service
- price
- delivery date
- quantity
- quality
- specifications

Communication skills include one (1) or more of the following:

- active listening
- asking and answering questions
- appropriate body language
- reading
- writing
- plain English
- politeness
- assertiveness
- building rapport
- calmness
- patience
- empathy
- effective verbal communication

Appropriate action to implement customer requirements include one (1) or more of the following:

- filling or entering order
- corrective action to resolve complaints
- repair or service to customer equipment

Customer issues include

- damaged goods

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

one (1) or more of the following:

- poor service
- delayed delivery
- goods not received
- incorrect specifications
- difficult customer

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM16004B Perform internal/external customer service

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>