



Australian Government

Department of Education, Employment and Workplace Relations

MEM16004B Perform internal/external customer service

Release: 1

MEM16004B Perform internal/external customer service

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers providing assistance to internal/external customers across a range of products and services.
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Application of the Unit

Application of the unit	<p>This unit applies to the provision of assistance to internal/external customers across a range of products and services. Situations covered would go beyond simple sales and enquiries and could include taking one-off or special orders requiring detailed descriptions or handling of complaints. Customer liaison can be undertaken through telephone, written, email or face-to-face contact. Typical applications of this unit would be found in service and design departments.</p> <p>This unit should not be selected when Unit MEM16003B (Provide advanced customer service) has already been selected.</p> <p>Band: A</p> <p>Unit Weight: 2</p>
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify customer requirements	<p>1.1. Customer requirements are identified from verbal or written communication.</p> <p>1.2. The degree to which customer requirements can be met is clearly communicated including details such as cost, delivery date, quantity or quality.</p> <p>1.3. Alternatives are proposed for any inability to completely satisfy customer requirements.</p>
2. Action customer requirements	<p>2.1. Appropriate action is taken to implement customer requirements.</p> <p>2.2. Customer requirements not able to be met are recorded and followed up.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Look for evidence that confirms skills in:

- reading, interpreting and following information
- entering routine and familiar information onto proformas and standard workplace forms
- checking and clarifying information
- following verbal instructions
- orally reporting routine information
- communicating and questioning
- proposing alternative products and/or services
- taking action to implement customer requirements
- recording and following up customer requirements not able to be met

Required knowledge

Look for evidence that confirms knowledge of:

- the cost of the required product or service
- the quantities of the available product
- the quality of the available product

REQUIRED SKILLS AND KNOWLEDGE

- the delivery date of the product or service
- the reasons for informing the customer promptly of the ability/inability to meet the customer requirements
- alternative products and/or services that may meet the customer's requirements
- the procedures for actioning customer orders
- the procedures for recording and actioning customer complaints
- the procedure for recording customer requirements which are not met
- the procedures for following up on customer requirements that are not met
- safe workplace practices

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

A person who demonstrates competency in this unit must be able to perform internal/external customer service. Competency in this unit cannot be claimed until all prerequisites have been satisfied.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessors must be satisfied that the candidate can competently and consistently perform all elements of the unit as specified by the criteria, including required knowledge, and be capable of applying the competency in new and different situations and contexts.

Context of and specific resources for assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

This unit could be assessed in conjunction with any other units addressing the safety, quality, communication, materials handling, recording and reporting associated with performing internal/external customer service or other units requiring the exercise of the skills and knowledge covered by this unit.

Method of assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning should not require language, literacy and numeracy skills beyond those required in this unit. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

EVIDENCE GUIDE**Guidance information for assessment****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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Customer requirements

- Product or service
- Quantity
- Quality
- Price range
- Delivery requirements
- Documentation
- Special requirements

Unit Sector(s)**Unit sector****Co-requisite units**

Co-requisite units		

Competency field

Competency field	Communication
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