



Australian Government

Department of Education, Employment and Workplace Relations

MTMR106C Provide service to customers

Release: 1

MTMR106C Provide service to customers

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to provide service to customers, and to establish and maintain good customer relations. It encompasses the key skills of identifying and satisfying basic customer requirements.
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Application of the Unit

Application of the unit	This unit is applicable to meat retail operations.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units	Nil	

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. Acknowledge and greet customer	1.1. Customer is politely acknowledged on entering the workplace. 1.2. Customer is greeted when first contact is made. 1.3. Customer is offered assistance according to workplace requirements .
2. Establish customer requirements	2.1. Customer requirements are established by questioning, active listening and clarification of customer comments. 2.2. Customer needs are acknowledged. 2.3. Customer is referred to more experienced staff when specialist advice and/or service and products are required.
3. Convey a professional image	3.1. Behaviour displayed when serving customer maintains established workplace image.
4. Take orders courteously and accurately	4.1. Telephone is answered according to workplace requirements. 4.2. Orders are taken from customer by phone or face-to-face accurately and according to workplace requirements. 4.3. Orders are taken legibly and in the correct format. 4.4. Pick up or delivery time is arranged with the customer. 4.5. Procedures for following up specific customer enquiries , unfilled orders or unmet customer specialist needs are implemented.
5. Refer customer complaints	5.1. Customer complaints are acknowledged and difficulty noted. 5.2. Complaints are courteously referred to a more senior staff member or manager.
6. Receive customer enquiries	6.1. Customer enquiries are received. 6.2. Customer enquiries are followed up in accordance with workplace requirements. 6.3. Customer is informed in relation to enquiry.
7. Record information from enquiries	7.1. Information about enquiries is recorded to workplace requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- apply **communication** skills to meet customer needs and enterprise requirements
- provide an overview of the **range of products** and **services** offered by the enterprise
- seek advice or assistance from more experienced team members when necessary
- operate telephone system
- demonstrate polite and efficient telephone technique
- demonstrate suitable behaviour by attending to customer needs promptly and courteously, displaying tact, satisfying customer needs ethically and maintaining professional standards of dress and personal hygiene
- arrange pick up or delivery with customer according to enterprise procedures
- apply relevant **Occupational Health and Safety (OH&S)** and **regulatory requirements**
- use **mathematical skills** appropriate to the task

Required knowledge

Knowledge of:

- how to interact with others in an appropriate way
- workplace complaints policies and procedures
- workplace requirements related to acknowledging and greeting customers, including enterprise ethical standards
- relevant OH&S and regulatory requirements

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

The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time.

These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence.

Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence.

All assessment must be conducted against Australian meat industry standards and regulations.

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

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Context of, and specific resources for assessment

Assessment must occur in the workplace under normal operating conditions.

Method of assessment

Recommended methods of assessment include:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time.

Assessment practices should take into account any relevant language or cultural issues related to Aboriginality or Torres Strait Islander, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be higher than those of the work role.

EVIDENCE GUIDE**Guidance information for assessment**

A current list of resources for this unit of competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

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.

Customers include regular or first-time visitors to the enterprise, or those making contact by telephone.

Workplace requirements may include:

- enterprise ethical and customer standards
- enterprise standard for greeting and thanking the customer
- enterprise-specific requirements
- OH&S requirements
- order forms
- Quality Assurance(QA) requirements
- Standard Operating Procedures (SOPs)
- the ability to perform the task to production requirements
- work instructions.

Customer requirements may include:

- advice on enterprise products and services
- different cultural and ethnic needs
- immediate purchase of customer-selected items.

Customer *orders* may be taken:

- by email
- by fax
- by phone
- face to face.

Procedures for following up customer enquiries may include:

- contacting customer when additional information, product or service is available
- recording in order book

RANGE STATEMENT	
	<ul style="list-style-type: none"> referring to another staff member, butcher or manager telephoning or writing to a supplier.
<i>Customer complaints</i> may include:	<ul style="list-style-type: none"> concerns about products advice given service provided by the enterprise.
<i>Communication</i> may include:	<ul style="list-style-type: none"> clear oral responses completing workplace documentation effective listening interacting with people from a range of cultural, social and ethnic backgrounds reading and interpreting workplace documentation recognition and use of non-verbal communication strategies recognition of cultural diversity use of communications technology.
<i>Range of products</i> may include:	<ul style="list-style-type: none"> a range of meats (e.g. veal, beef, lamb, mutton, pork, chicken, game, venison, kangaroo, emu) BBQ spits dry stock manufactured goods smallgoods special cuts.
Range of <i>services</i> may include:	<ul style="list-style-type: none"> coordinating with promotions demonstrations ingredients recipes taste preferences value-added products, ingredients.
<i>OH&S</i> requirements may include:	<ul style="list-style-type: none"> enterprise OH&S policies, procedures and programs OH&S legal requirements Personal Protective Equipment (PPE) which may include: <ul style="list-style-type: none"> coats and aprons ear plugs or muffs eye and facial protection head-wear lifting assistance

RANGE STATEMENT	
	<ul style="list-style-type: none"> • mesh aprons • protective boot covers • protective hand and arm covering • protective head and hair covering • uniforms • waterproof clothing • work, safety or waterproof footwear • requirements set out in standards and codes of practice.
<i>Regulatory requirements</i> may include:	<ul style="list-style-type: none"> • Export Control Act • federal and state regulations regarding meat processing and food handling • hygiene and sanitation requirements • relevant Australian Standards • relevant regulations.
<i>Mathematical skills</i> may include:	<ul style="list-style-type: none"> • following basic flow charts, mimic panels and numerically-sequenced tasks and procedures • reading and interpreting analogue and digital measures, including clocks, scales, pressure gauges, thermometers and cash registers • recognising out-of-specification, acceptable or unacceptable range on simple graphs and charts • recognition and accurate copying of numbers relating to temperature, time, volume, weight and quantity • routine simple calculations using specified fixed formulas and procedures • understanding and accurately using terms, such as hotter or cooler, heavier or lighter, slow or fast, increasing or decreasing, and lower or higher in own work • use of calculators.

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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