Australian Government

SITXCCS001 Provide customer information and assistance

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide customers with information and assistance on facilities, products and services.

The unit applies to frontline service personnel working in a range of tourism, travel, hospitality, entertainment and cultural contexts. Information and assistance are often provided face-to-face, but may be by telephone or other remote mechanisms.

Customer service personnel working under supervision undertake this function, but the unit is also relevant to those working in operational roles where customer service may not be the main focus of work, e.g. animal handlers in a zoo or technicians in a theatre.

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

Pre-requisite Unit

Nil

Competency Field

Client and Customer Service

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Access and update information.	1.1. Source and access information on facilities, products and services.
	1.2. Incorporate information into day-to-day work activities.
	1.3. Share information with colleagues to support the efficiency and quality of service.
	1.4. Identify and use *opportunities to update and maintain facility, product and service knowledge.*

2. Assist customers.	2.1. Proactively identify information and assistance needs of customers, including those with special needs.
	2.2. Provide accurate information in a clear, courteous and culturally appropriate way.
	2.3. Where appropriate, assist or instruct customers in the use of equipment and facilities according to safety requirements, or refer to relevant colleagues.
	2.4. Identify and use opportunities to promote internal products and services.
3. Seek feedback on services.	3.1. Proactively seek customer feedback on facilities, products and services.
	3.2. Observe customer behaviour to inform future service developments and follow procedures for formal customer evaluation.
	3.3. Provide information on customer feedback to relevant colleagues.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	• interpret sometimes detailed information on predictable customer requests.
Writing skills to:	• record brief notes and basic information.
Oral communication skills to:	• listen and respond to diverse customer requests, asking questions to clarify and confirm.
Learning skills to:	• review own knowledge of information required to assist customers and participate in activities that continuously update it.

Range of Conditions

Specifies 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.

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

Opportunities to update and maintain facility, product and service knowledge must include:

- discussions with colleagues
- internal newsletters
- leaflets and brochures
- staff noticeboards
- team meetings.

Unit Mapping Information

SITXCCS101 Provide information and assistance

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694