



Australian Government

SITXCCS003 Interact with customers

Release: 1

SITXCCS003 Interact with customers

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to deliver fundamental customer service to both internal and external customers. It requires the ability to greet and serve customers, and respond to a range of basic customer service enquiries, including routine customer problems.

The unit applies to frontline service personnel who operate under close supervision and with guidance from others. They provide routine customer service and would not be expected to respond to complex customer requests or complaints.

The unit applies to individuals working in a range of tourism, travel, hospitality and events contexts.

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

Elements describe the essential outcomes.

1. Greet and serve customers.

PERFORMANCE CRITERIA

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

- 1.1.Prioritise customers ahead of other workplace duties.
- 1.2.Greet customers according to organisational customer service standards.
- 1.3.*Communicate with customers* in a clear and professional manner.
- 1.4.Explain and match products and services to customer needs.

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| 2. Work with others to deliver service. | 2.1. Identify personal limitations in serving the needs of customers and seek assistance from <i>others</i> where appropriate.
2.2. Follow directions of supervisors and managers to deliver quality service.
2.3. Resolve routine customer problems according to own level of responsibility and organisational policy.
2.4. Escalate other service issues to a higher level staff member for action in line with organisational procedures. |
| 3. Provide feedback on customer service. | 3.1. Report service issues and customer problems as they arise.
3.2. Provide customer feedback to relevant supervisors or managers. |

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:	<ul style="list-style-type: none"> • interpret sometimes detailed procedures documents.
Writing skills to:	<ul style="list-style-type: none"> • record simple notes and basic information.
Oral communication skills to:	<ul style="list-style-type: none"> • ask questions and actively listen to customers to determine their needs • discuss causes of customer problems with colleagues and supervisors in a professional manner.
Problem-solving skills to:	<ul style="list-style-type: none"> • recognise customer problems and resolve or refer service issues.
Initiative and enterprise skills to:	<ul style="list-style-type: none"> • recognise delays and deficiencies in customer service and rectify to customer satisfaction in line with own level of responsibility.

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.

- Ways to *communicate with customers* must include:
- communicating:
 - by telephone
 - electronically
 - face-to-face
 - showing interest in customer needs and maintaining a welcoming customer environment during service delivery through the use of:
 - appropriate voice tonality and volume
 - basic gestures
 - product information sheets.
- Others* must include:
- colleagues
 - managers
 - supervisors.

Unit Mapping Information

SITXCCS202 Interact with customers

Links

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