Australian Government

SITXCCS008 Develop and manage quality customer service practices

Release: 1

SITXCCS008 Develop and manage quality customer service practices

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop, monitor and adjust customer service practices. It requires the ability to consult with colleagues and customers, develop policies and procedures for quality service provision, and manage the delivery of customer service.

The unit applies to senior managers who operate independently, have responsibility for others and are responsible for making a range of operational and strategic decisions.

This includes individuals working in a range of tourism, travel, hospitality and event contexts and to any small, medium or large organisation.

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. Develop quality customer service practices.	1.1. Obtain information on customer needs, expectations and satisfaction levels using both formal and informal research.
	1.2. Provide opportunities for customers and staff to give feedback on products and services.
	1.3. Review changes in internal and external environments and

	integrate findings into planning for quality service.
	1.4. Provide opportunities for staff to participate in development of customer service practices.
	1.5. Develop policies and procedures for quality service provision.
2. Manage delivery of quality service.	2.1. Communicate policies, procedures and expectations to staff.
	2.2. Make policies readily available to customers and staff.
	2.3. Monitor customer service in the workplace to ensure standards are met.
	2.4. Initiate staff training to enhance customer service.
	2.5. Take responsibility for service outcomes and dispute resolution.
	2.6. Act as a positive role model for professional standards expected of service industry personnel.
3. Monitor and adjust customer service.	3.1. Seek ongoing feedback from staff and customers to improve performance.
	3.2. Assess effectiveness of customer service practices.
	3.3. Identify systemic customer service problems and adjust policies and procedures to improve service quality.
	3.4. Develop, document and communicate new approaches to customer service to staff involved in service delivery.

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 customer service surveys and unfamiliar complex documents on current industry trends and changes that affect service delivery • research customer service requirements.
Writing skills to:	• produce comprehensive yet easily accessible policies and procedures that provide service expectations.
Oral communication skills to:	• discuss customer service needs with staff and customers.
Numeracy skills to:	• calculate and interpret customer satisfaction statistics and business performance data.
Learning skills to:	• contribute to change management in workplace customer service.

Problem-solving skills to:	•	allow for a rational and logical evaluation of the characteristics and needs of the organisation in order to design tailored customer service practices.
Planning and organising skills to:	•	plan for, establish and regularly monitor all components of the customer service system.
Self-management skills to:	•	take responsibility for customer service outcomes.
Technology skills to:	•	use software to analyse customer satisfaction data.

Unit Mapping Information

SITXCCS501 Manage quality customer service

Links

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