Assessment Requirements for SITXCCS011 Interact with customers

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify customer requirements and provide effective customer service to two different internal and two different external customers to meet requirements
- interact with above customers in line with organisational customer service standards and within designated organisational response times
- respond to three different customer problems according to organisational policies and procedures including:
  - identifying situations where problems are beyond own level of responsibility, and process to escalate in line with organisational policies and procedures
- seek informal feedback from customers on above activities.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- importance of the customer in the service industries
- customer service standards expected in the service industries
- profiles of different types of customers:
  - external
  - internal
  - new
  - regular or repeat
  - visitors
- value and role of customer feedback in improving service delivery
- presentation standards for:
  - customer environment
  - customer service personnel
  - documents and promotional materials
- customer service policies and procedures:
  - application of booking or cancellation fees
  - response times for acknowledging and greeting customers

- response times for delivering products and services
- customer service policies for resolving routine customer problems
- product pricing and quality
- processing refunds and exchanges
- gathering and recording customer feedback on services
- empowerment of different levels of personnel to resolve complaints, disputes, service issues and customer compensation
- escalating and reporting service issues and customer problems
- methods to communicate with customers:
  - by telephone
  - electronically
  - face-to-face
- techniques for showing interest in customer needs and maintaining a welcoming customer environment during service delivery, including through the use of:
  - appropriate voice tonality and volume
  - basic gestures
- product information sheets
- procedures for responding to routine customer problems:
  - incorrect pricing of products and services
  - delays or errors in providing products or services
  - misunderstanding customer requests.

Assessment Conditions

Skills must be demonstrated in an operational business environment where customers are served. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- organisational policies and procedures relating to:
  - customer service standards
  - designated response times
  - presentation standards
  - dealing with customer problems
  - recording and reporting customer feedback
- internal and external customers with whom the individual can interact. These can be:
  - customers in an industry workplace during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

SkillsIQ

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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