



Australian Government

SITSS00009 Customer Service

Release: 1

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Modification History

The version details of this skill set are in the table below. The latest information is at the top.

Version	Comments
1.0	New skill set.

Description

Not applicable.

Pathways Information

Achievement of these units provides credit towards a number of tourism, travel and hospitality Certificate III qualifications.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of endorsement.

Skill Set Requirements

Units	Unit Code	Unit Title
	SITXCCS303	Provide service to customers
	SITXCOM201	Show social and cultural sensitivity

Target Group

Tourism, travel and hospitality industry frontline service personnel who deal directly with customers on a daily basis.

Suggested words for Statement of Attainment

These units of competency from the SIT12 Tourism, Travel and Hospitality Training Package provide a set of skills to communicate effectively with and provide quality service to both internal and external customers.