TLII0005 Apply customer service skills

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply customer service skills.

It includes dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs.

It involves implementing customer service principles and procedures in day-to-day interactions with internal and external customers as part of workplace operations.

Work is performed under supervision.

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

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service.

Unit Sector

Not applicable.

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 Deal with customer inquiries	**1.1** Relevant legislation and workplace procedures are identified and followed
	1.2 Customer is greeted cordially in accordance with workplace

procedures

1.3 Customer inquiries are responded to courteously and efficiently in accordance with workplace procedures

1.4 Questions are used to clarify customer needs or concerns

1.5 Assistance from appropriate personnel is sought when customer inquiries cannot be fully answered

1.6 Product, service and/or operational knowledge is used to answer customer queries or to respond to customer needs

1.7 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures

2   Monitor customer satisfaction

2.1 Customer requirements and solutions are monitored in accordance with workplace procedures

2.2 Appropriate feedback is sought from customer to ensure satisfaction

2.3 Appropriate feedback is provided to internal and/or external customers

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

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

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII1002 Apply customer service skills.

Links

Companion Volume Implementation Guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851