



**Australian Government**

# **TLII0006 Provide taxi customer service**

**Release: 1**

# TLII0006 Provide taxi customer service

## 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 provide taxi customer service.

It includes establishing contact with customers, presenting a professional image, and identifying and meeting needs and expectations of customers.

Work is performed with limited or no supervision, and with full accountability and responsibility for self and others in achieving the prescribed outcomes.

This unit meets part of the certification requirements for obtaining taxi driver accreditation. As requirements may vary between states and territories, people seeking taxi accreditation should contact their state/territory taxi regulator.

## Pre-requisite Unit

Not applicable.

## Competency Field

I – Customer Service.

## Unit Sector

Not applicable.

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

#### **1 Establish contact with customers**

### PERFORMANCE CRITERIA

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

**1.1** Welcoming customer environment is created and maintained in accordance with workplace policies and procedures

**1.2** Customers are acknowledged and greeted courteously and

- politely in accordance with workplace policies and procedures
- 1.3** Clear, concise and courteous communication with customers is maintained
  - 1.4** Appropriate communication channels are used in accordance with workplace policies and procedures
  - 1.5** Diversity in the workplace is recognised and valued
  - 1.6** Acceptable and respectful behaviour towards customers is applied
- 2 Present a professional image**
- 2.1** Dress code and personal grooming are maintained to a professional standard in accordance with workplace policies and procedures
  - 2.2** Vehicle cleanliness and tidiness are monitored and maintained
- 3 Identify and meet needs and expectations of customers**
- 3.1** Individual customer preferences, needs and expectations are clarified
  - 3.2** Customers with specific needs are identified, and appropriate attention is given to ensure their requirements are met
  - 3.3** Customer dissatisfaction is recognised, and steps are taken to address issues
  - 3.4** Limitations to service provision are identified, communicated to customers and checked for understanding
  - 3.5** Opportunities to enhance service quality are taken whenever possible
  - 3.6** Incidents are reported to appropriate personnel in accordance with workplace policies and procedures

## 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 not equivalent to TLII2019 Provide taxi customer service.

## **Links**

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>