TLII1002 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 routine customer service skills in accordance with workplace standards and procedures.

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 Customer inquiries are responded to courteously and efficiently by phone and face-to-face
	1.2 Questions are used to clarify customer needs or concerns
	1.3 Assistance from other staff is sought when customer inquiries cannot be fully answered

	1.4	Product, service and/or operational knowledge is used to answer customer queries or to respond to customer needs
	1.5	Customer inquiries and associated action are recorded and reported in accordance with workplace procedures
2 Monitor customer satisfaction	2.1	Customer is greeted cordially in accordance with workplace procedures
	2.2	Customer requirements are dealt with according to workplace procedures
	2.3	Special needs are addressed in accordance with workplace policies
	2.4	Appropriate feedback is provided to managers and 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII1002A 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