



Australian Government

TLI3009 Provide on-board services to customers

Release: 1

TLI3009 Provide on-board services to customers

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 on-board services to customers on transport vehicles/vessels.

It includes establishing effective communication with customers, identifying and assessing the needs and expectations of different customers, and providing for identified customer requirements in accordance with organisational procedures.

Work is performed individually, and guidance or advice is available where necessary.

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 describe the essential outcomes.

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

1 Establish effective communication with customers

1.1 All customers are greeted in a polite and friendly manner, and formal and informal communication styles are applied as appropriate

1.2 All communications with customers are conducted in a manner which is consistent with organisational

policy

2 Identify and assess the needs and expectations of different customers

- 2.1 Individual customer needs and expectations are identified so appropriate products and services may be provided
- 2.2 Customers with specific needs are identified and appropriate attention is given to ensure requirements are satisfied
- 2.3 Hazards are identified, risks are assessed and control measures are implemented
- 2.4 Limitations to service provision are identified and communicated to customers and customer understanding is confirmed

3 Provide identified customer requirement

- 3.1 Needs and reasonable requests of customers are met in a consistent and timely manner
- 3.2 Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore goodwill
- 3.3 Anticipated problems are correctly identified and monitored and action is taken to minimise their effects on customer satisfaction
- 3.4 Opportunities to enhance service quality are taken when appropriate
- 3.5 Information about anticipated and unanticipated problems and delays is promptly communicated to 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 TLII3009A Provide on-board services to customers.

Links

Companion Volume implementation guides are found in VETNet -

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