



Australian Government

AMPRET206 Provide service to customers

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Modification History

Release	Comments
1	This unit of competency was first released in AMP Australian Meat Processing Training Package Release 9.0.

Application

This unit describes the skills and knowledge required to provide service to customers. It also describes the skills and knowledge required to establish and maintain good customer relations.

This unit applies to those who work under general supervision in meat retailing premises.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety and food safety regulations, legislation and standards that apply to the workplace.

Licensing/Regulatory Information

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

Pre-requisite unit(s)

Nil.

Competency field(s)

N/A

Unit sector(s)

Retail (RET)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element
1. Acknowledge and greet customers	1.1 Politely acknowledge customer on entering the workplace

	1.2 Greet customer when first contact is made 1.3 Offer assistance to customer following workplace requirements 1.4 Convey a professional image that maintains established workplace approach
2. Establish customer requirements	2.1 Establish customer requirements by questioning, listening and clarifying customer comments 2.2 Acknowledge customer needs 2.3 Refer customer to more experienced staff when specialist service and/or products are required
3. Take customer orders	3.1 Answer telephone following workplace requirements 3.2 Take orders from customer by phone or face-to-face following workplace requirements 3.3 Note orders legibly and in the correct workplace format 3.4 Arrange pick-up or delivery time with the customer
4. Refer customer complaints	4.1 Acknowledge customer complaints and note issues 4.2 Refer complaints to more senior staff members or managers

Foundation Skills

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

Range of conditions

No conditions apply to this unit of competency at the time of publication.

Unit Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
AMPRET206 Provide service to customers	AMPR105 Provide service to customers	Unit code updated Unit sector code added AQF code updated to Level 2	Equivalent

		Unit application updated Performance Criteria updated Foundation Skills added Assessment Requirements revised	
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Assessment Requirements for AMPRET206 Provide service to customers

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has provided prompt and courteous service to at least three different customers, while processing customer orders, following workplace requirements.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- effective communication methods to interact with customers
- workplace requirements for interacting with customers
- workplace complaints procedures
- workplace health and safety hazards encountered when working with meat, and how the associated risks are controlled
- hygiene and sanitation requirements for working with meat products.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a meat retailing premises or in an environment that accurately reflects workplace conditions
- resources, equipment and materials:
 - meat products
- specifications:

- workplace standard operating procedures, work instructions and task-related documents
- personnel:
 - customers
 - access to supervisor or mentor.

Assessment for this unit must include at least three forms of evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Link

Companion volumes, including implementation guides, are found on the national training register - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>.