



Australian Government

AMPR105 Provide service to customers

Release: 1

AMPR105 Provide service to customers

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

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. It encompasses the key skills of identifying and satisfying basic customer requirements.

This unit is applicable to workers in meat retail operations.

All training must be conducted according to Australian meat industry standards and regulations.

All work should be carried out to comply with workplace requirements.

This unit applies to individuals who work alongside a supervisor in most situations and exercise limited autonomy.

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

Pre-requisite Unit

Nil.

Unit Sector

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 according to workplace requirements
2. Establish customer	2.1 Establish customer requirements by questioning, active

Element	Performance criteria
requirements	listening and clarification of customer comments 2.2 Acknowledge customer needs 2.3 Refer customer to more experienced staff when specialist advice and/or service and products are required
3. Convey a professional image	3.1 Display behaviour when serving customer that maintains established workplace image
4. Take orders courteously and accurately	4.1 Answer telephone according to workplace requirements 4.2 Take orders from customer by phone or face-to-face accurately and according to workplace requirements 4.3 Take orders legibly and in the correct format 4.4 Arrange pick up or delivery time with the customer 4.5 Implement procedures for following up specific customer enquiries, unfilled orders or unmet customer specialist needs
5. Refer customer complaints	5.1 Acknowledge customer complaints and note issues 5.2 Courteously refer complaints to more senior staff members or managers
6. Receive customer enquiries	6.1 Receive customer enquiries 6.2 Follow up customer enquiries in accordance with workplace requirements 6.3 Inform customer in relation to enquiry
7. Record information from enquiries	7.1 Record information about enquiries to workplace requirements

Foundation Skills

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

Range of Conditions

Unit Mapping Information

MTMR106C Provide service to customers	E
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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPR105 Provide service to customers

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Performance Evidence

Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- apply communication skills to meet customer needs and enterprise requirements
- provide an overview of the range of products and services offered by the enterprise
- seek advice or assistance from more experienced team members when necessary
- operate telephone system
- demonstrate polite and efficient telephone technique
- demonstrate suitable behaviour by attending to customer needs promptly and courteously, displaying tact, satisfying customer needs ethically and maintaining professional standards of dress and personal hygiene
- arrange pick up or delivery with customer according to enterprise procedures
- apply relevant workplace health and safety and regulatory requirements
- use mathematical skills appropriate to the task

Knowledge Evidence

The candidate must demonstrate a basic functional knowledge of:

- how to interact with others in an appropriate way
- workplace complaints policies and procedures
- workplace requirements related to acknowledging and greeting customers, including enterprise ethical standards
- relevant workplace health and safety and regulatory requirements

Assessment Conditions

Competency must be demonstrated over time and under typical operating conditions for the enterprise.

Assessment must occur in the workplace under normal enterprise conditions or in a simulated environment.

The following three forms of assessment must be used:

- quiz of underpinning knowledge
- demonstration in the workplace or simulated environment
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

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