



Australian Government

Assessment Requirements for AMPR305 Meet customer needs

Release: 1

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Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

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

The candidate must demonstrate the ability to:

- apply communication skills appropriate to the task
- apply mathematical skills appropriate to the task
- demonstrate a variety of sales techniques
- explain different methods of cooking, times of cooking, accompanying condiments and presentation of the cooked product
- provide accurate advice in a courteous manner to customers on the use of products and services
- provide advice on cooking meat products as required
- provide clear descriptions and advice to customers, demonstrating use of appropriate language and showing sensitivity to cultural differences
- suit advice to customer needs
- demonstrate awareness of cultural and ethnic differences and respond appropriately
- handle information from external clients with discretion and confidentiality
- refer customers to a more experienced team member if unable to meet their needs
- demonstrate effective interpersonal skills in providing advice to customers and when handling complaints
- work with team members
- apply relevant workplace health and safety, regulatory and workplace requirements

Knowledge Evidence

The candidate must demonstrate a factual, technical, procedural and theoretical knowledge of:

- catering needs, new lines, menus or recipes, portion requirements, cooking, carving and meat presentation
- products and services to suit customer needs
- methods of cooking, times of cooking, accompanying condiments and presentation of the cooked product
- enterprise ethical and customer service standards

- relevant workplace health and safety, regulatory and workplace requirements
- sources of information to further meet customer needs
- products and explain how they may be cooked and served

Assessment Conditions

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

Assessment must occur in the workplace under normal production conditions. Where the candidate does not interact with customers in their usual place of work, they must undertake alternative work placement or simulated work experience to meet the requirements of this unit.

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.

Links

Companion Volume implementation guides are found in VETNet -

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