



Australian Government

AMPR305 Meet customer needs

Release: 1

AMPR305 Meet customer needs

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to identify customer needs. It also describes the use diverse sales techniques to satisfy these needs and promote enterprise products and services.

This unit is applicable to workers in meat retailing enterprises.

All training must be conducted in accordance with Australian meat industry standards and regulations.

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

This unit applies to individuals who work under broad supervision and take responsibility for their own work.

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

Pre-requisite Unit

AMPR105 Provide service to customers

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. Provide information on products and services	1.1 Advise customer accurately and courteously on products and services which are relevant to customer requirements 1.2 Provide information on handling products, cooking requirements, presentation to the consumer, and a range of catering needs as appropriate 1.3 Offer customer alternative products or services, or advice on how

Element	Performance criteria
	to obtain same when requested item is not available
2. Satisfy customer needs	2.1 Discuss range of products and services with customer, which allows for informed decision making by the customer 2.2 Recommend products or services to meet customer needs 2.3 Sell products or services in accordance with customer's budget, preferred products and their availability
3. Deal with customer complaints	3.1 Deal with complaints and grievances courteously and efficiently to the satisfaction of the customer 3.2 Deal with customer complaints referred from other staff according 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

MTMR305C Meet customer needs	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 AMPR305 Meet customer needs

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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.

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