



Australian Government

AVII0002 Provide quality customer service

Release: 1

AVII0002 Provide quality customer service

Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves the skills and knowledge required to provide quality customer service, in compliance with relevant regulatory requirements of national operating standards.

It includes identifying and assessing customer needs and expectations, delivering high quality service, and dealing with difficult customer situations.

This unit addresses aviation technical skill requirements (physical, mental and task-management abilities) related to customer service duties of flight and ground operations personnel, and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under limited supervision as a single operator or within a team environment.

Work is performed independently or under limited supervision within a single-pilot or multi-crew environment.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

1 Identify and assess customer needs and expectations	1.1	Different types of customers are accurately identified according to age, personality and cultural background
	1.2	Individual customer needs and expectations are correctly identified, and products and services appropriate to identified needs and expectations are provided
2 Deliver high quality service	2.1	Customers are greeted in a polite and friendly manner
	2.2	Trust, goodwill and satisfaction are developed through effective communication strategies
	2.3	Customer requests are met whenever possible and within reasonable limits
	2.4	Customer service is delivered in a manner appropriate to customer cultural and/or religious backgrounds
	2.5	Customer dissatisfaction is recognised and appropriate action is taken to resolve the problem
	2.6	Potential problems are anticipated and action is taken to minimise the effect on customer satisfaction
	2.7	Opportunities to enhance the delivery of quality customer service are identified and actions, such as offers of assistance, building rapport, and intuitive identification of unstated customer needs, are implemented
	2.8	Appropriate non-verbal communication is used to deliver quality service outcomes
3 Deal with difficult customer situations	3.1	Customer complaints are handled sensitively, courteously and discretely in accordance with workplace procedures and in a manner appropriate to the customer's cultural background
	3.2	Nature and details of customer complaints are established and agreed on
	3.3	Action to resolve customer complaint to customer's satisfaction is taken whenever possible and within level of own responsibility

- 3.4 Unresolved customer complaints are referred to a higher authority
- 3.5 All associated documentation is accurately and legibly completed in accordance with workplace procedures

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.

Customers must include one or more of the following:

- customers with a range of cultural and religious backgrounds
- customers with a range of disabilities, including hearing or sight impairment
- customers with babies or small children
- customers with specific dietary and other needs
- elderly customers
- internal and external customers
- non-English speaking customers
- passengers
- unaccompanied minors

Unit Mapping Information

This unit replaces but is not equivalent to AVII3011C Provide quality customer service.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>