



Australian Government

Department of Education, Employment and Workplace Relations

CUEFOH08B Process incoming customer orders

Revision Number: 1

CUEFOH08B Process incoming customer orders

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the skills and knowledge required to receive and process sales generated from a remote location. It therefore does not cover selling or product advice skills which are found in the units: • WRRS1B Sell products and services • WRRS2B Advise on products and services. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to many people involved in processing sales of promotional merchandise, but is particularly relevant to box office personnel employed at theatre, cinema and event venues. In addition to on-site sales, box office employees are also responsible for processing remote sales received by fax, mail, internet/email, ticket or merchandise order. This unit has strong linkages to the following units, and combined training and/or assessment is recommended: • WRRS1B Sell products and services • WRRS2B Advise on products and services • CUEFOH07B Process financial transactions.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Action incoming orders	1.1. Accurately interpret all details of the order to determine products and services required 1.2. Organise orders according to urgency and deal with urgent orders in a timely manner to meet deadlines 1.3. Check availability of all products and services, selecting those which match the customer's first or alternative requests 1.4. Contact the customer if no supply can be made and request or suggest appropriate alternatives 1.5. Accurately calculate the total cost of all goods and services provided to the customer 1.6. Process and record financial transactions in accordance with organisational and financial institution procedures 1.7. Seek advice and assistance from colleagues as required
2. Record details of the order and despatch	2.1. Correctly interpret existing records or create accurate new records of the customer's order 2.2. Accurately record all sale details against the customer's order in a manner which ensures correct interpretation by others who may access the record of order 2.3. Where required select the goods to be provided to the customer and ensure they are appropriately packaged 2.4. Correctly prepare and issue documents and other materials to be despatched with the goods 2.5. Despatch goods and/or documents using the most appropriate method and according to organisational procedures 2.6. Record all despatch details accurately in a manner which will allow for future tracking

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- basic numeracy skills sufficient to calculate payments and complete order documentation
- literacy skills sufficient to interpret and complete order documentation
- procedures and systems for determining availability of products

Required knowledge

- products and service knowledge relevant to the organisation/industry sector
- processing and documentation procedures for remote sales
- knowledge of consumer regulations which relate to remote sale of goods

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The following evidence is critical to the judgement of competence in this unit:

- ability to accurately process incoming orders within acceptable organisational timeframes
- ability to match the allocated products to customer needs
- knowledge of products, prices and stock availability systems.

Context of and specific resources for assessment

The assessment context must provide for:

- processing incoming orders on multiple occasions to ensure that skills can be consistently demonstrated
- processing transactions within typical workplace time constraints, e.g. despatching orders within customer nominated deadlines.

Method of assessment

Assessment may incorporate a range of methods to assess practical skills and the application of essential underpinning knowledge, and might include:

- review of order and despatch documentation prepared by the candidate
- written or oral questions to assess knowledge of products and prices and consumer regulations
- review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties such as speakers of languages other than English, remote communities and those with interrupted schooling).

Guidance information for assessment

Assessment of this unit requires access to:

- typical industry order forms

EVIDENCE GUIDE

	• typical industry dispatch documentation • product information and pricing details.
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Range Statement**RANGE STATEMENT**

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Orders may be for:	• passes • promotional merchandise • tickets • vouchers
Incoming customer orders may be received by:	• email • fax • Internet • mail
Documents and other materials to be despatched with the goods may include:	• credit card receipt • credit note • promotional brochures or fliers • tax invoice/receipt
Despatch may be:	• direct to the customer • to the venue box office for customer collection at time of performance/session/event • via courier • via mail

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Media and entertainment production - front of house
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Co-requisite units

Co-requisite units		