



Australian Government

Department of Education, Employment and Workplace Relations

MTMR305C Meet customer needs

Release: 1

MTMR305C Meet customer needs

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to identify customer needs, and to use diverse sales techniques to satisfy these needs and promote the products and services of the enterprise.
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Application of the Unit

Application of the unit	This unit is applicable to meat retailing enterprises.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
	MTMR106C	Provide service to customers

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. Provide information on products and services	1.1. Customer is accurately and courteously advised on products and services which are relevant to customer requirements. 1.2. Information is provided on handling products, cooking requirements, presentation to the consumer, and a range of catering needs as appropriate. 1.3. Customer is offered alternative products or services, or advice on how to obtain same when requested item is not available.
2. Satisfy customer needs	2.1. Range of products and services is discussed with customer, which allows for informed decision making by the customer. 2.2. Products or services are recommended to meet customer needs. 2.3. Products or services are sold in accordance with customer's budget, preferred products and their availability.
3. Deal with customer complaints	3.1. Complaints and grievances are dealt with courteously and efficiently to the satisfaction of the customer. 3.2. Customer complaints referred from other staff are dealt with according to workplace requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

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

REQUIRED SKILLS AND KNOWLEDGE

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 ***Occupational Health and Safety (OH&S), regulatory and workplace requirements***

Required knowledge

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 OH&S, regulatory and workplace requirements
- sources of information to further meet customer needs
- products and explain how they may be cooked and served

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

The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time.

These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence.

Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence.

All assessment must be conducted against Australian meat industry standards and regulations.

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

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

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.

Context of, and specific resources for assessment

Assessment must occur in the workplace under normal production conditions.

Method of assessment

- Recommended methods of assessment include:
- quiz of underpinning knowledge
- workplace project
- workplace referee or third-party report of performance over time.

Assessment practices should take into account any relevant language or cultural issues related to

EVIDENCE GUIDE	
	Aboriginality or Torres Strait Islander, gender, or language backgrounds other than English. Language and literacy demands of the assessment task should not be higher than those of the work role.
Guidance information for assessment	A current list of resources for this unit of competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

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.	
<i>Cooking requirements</i> may include:	• composition of meat • Heart Foundation approved cuts • nutrition • recommended cooking methods • sauces and accompaniments.
<i>Range of catering needs</i> may include:	• carving • cooking • meat preparation • menus or recipes • new lines • portion requirements • presentation.
<i>Communication skills</i> may include:	• interacting with people from a range of cultural, social and ethnic backgrounds and with colleagues, superiors, customers, clients and external parties • speaking clearly and directly • the use of communications technology • own work and the wider work area • reading and interpreting workplace-documentation.

RANGE STATEMENT	
Mathematical skills and tasks relate to own work and work area problem-solving and monitoring, and may include:	• estimating and calculating • the use of calculations and computer software packages • the use of familiar and unfamiliar complex formulas • product formulations and specifications • interpreting and drawing conclusions from a range of simple and complex mathematical tables, charts, bar graphs and pie charts • require monitoring, adjusting and calibrating of formulas, specifications, outputs and equipment • synthesis and analysis of mathematical information from more than one source.
Explanations may:	• be presented orally, in writing using standard formats or using a range of communications technology and media • include information from several sources • present information in diagrammatic, tabular, graphic or pictorial formats • require summaries of information for presentation to work colleagues • use workplace, mathematical and technical language.
OH&S requirements may include:	• enterprise OH&S policies, procedures and programs • OH&S legal requirements • Personal Protective Equipment (PPE) which may include: • coats and aprons • head-wear • uniforms • work, safety or waterproof footwear • requirements set out in standards and codes of practice.
Regulatory requirements may include:	• Export Control Act • federal, state and territory regulations regarding meat processing and food handling • hygiene and sanitation requirements • relevant Australian Standards.
Workplace requirements may	• enterprise-specific procedures and ethical

RANGE STATEMENT

include:	- standards - Standard Operating Procedures (SOPs) - work instructions.
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Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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