



Australian Government

PMC562081 Deliver customer service

Release: 1

PMC562081 Deliver customer service

Modification History

Release 1. Supersedes and is equivalent to PMC562081B Deliver customer service

Application

This unit of competency covers the skills and knowledge required to deliver customer service in the workplace. It applies to customers within the organisation and external customers, for example, where the operator takes orders or delivers product.

This unit of competency applies to operators who are required to identify customer requirements, ensure products meet customer requirements, deal with customer requests and identify areas for improvement.

This unit of competency applies to an individual working alone or as part of a team or group and working in liaison with other shift team members, team leader and supervisor, as appropriate.

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

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

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

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|---|---|-----|---|
| 1 | Identify customer requirements | 1.1 | Identify company/team objectives and key performance indicators (KPIs) in meeting internal and external customer requirements |
| | | 1.2 | Explain the role of the quality system in meeting customer requirements |
| | | 1.3 | Identify the role of the individual and the team in meeting these requirements |
| | | | |
| 2 | Respond to customer requirements | 2.1 | Use effective questioning and listening techniques to identify customer requirements |
| | | 2.2 | Use quality assurance systems to ensure products and services meet customer requirements |
| | | 2.3 | Display a helpful and courteous attitude when responding to customer enquiries |
| | | 2.4 | Ensure up to date advice and product knowledge is supplied to customers |
| | | 2.5 | Deal with all customer requests in a timely manner |
| | | 2.6 | Complete all company documentation/records |
| | | 2.7 | Follow up customer requests and provide feedback to customers |
| | | | |
| 3 | Improve customer service | 3.1 | Identify methods of improving customer service and make recommendations to appropriate personnel for improvements |
| | | 3.2 | Implement improvements in customer service |
| | | 3.3 | Provide reports and appropriate feedback in accordance with company requirements |

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used.

Applicable legislation, regulations, standards and codes of practice include:

- health, safety and environmental (HSE) legislation, regulations and codes of practice relevant to the workplace, equipment and production processes and hazardous materials
- Australian/international standards relevant to the materials being used and products being made
- any relevant licence and certification requirements.

All operations to which this unit applies are subject to stringent HSE requirements, which may be imposed through state/territory or federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between performance criteria and such requirements the legislative requirements take precedence.

Procedures All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or any combination of:

- manufacturer's technical information
- job cards
- drawings
- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant.

Records and reports

Records include one or more of:

- log books/sheets
- electronic records
- job/work sheets
- other records used for the smooth running of the plant.

Reports include one or more of:

- paper or electronic-based logs and reports
- verbal/radio reports
- reporting items found which require action.

Unit Mapping Information

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Links

MSA Training Package Implementation Guides - <http://mskills.org.au/training-packages/info/>