



Australian Government

SIRSS00024 Retail Customer Engagement

Release 1

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Modification History

Not applicable.

Description

A set of skills for individuals to interact and communicate with customers and colleagues to provide product and service knowledge, assist with enquiries and complete sales transactions.

Pathways Information

Achievement of the Units of Competency in this Skill Set may provide credit towards a range of qualifications in the SIR Retail Services Training Package.

Licensing/Regulatory Information

No occupational licensing, certification or specific legislative requirements apply to this Skill Set at the time of publication.

Skill Set Requirements

Unit code	Unit title
SIRXCEG001	Engage the customer
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXIND001	Work effectively in a service environment
SIRXIND003	Organise personal work requirements
SIRXPDK001	Advise on products and services
SIRXSLS002	Follow point-of-sale procedures

Target Group

This Skill Set is for individuals who are working in customer service roles in the retail industry.

Suggested words for Statement of Attainment

These Units of Competency provide a set of skills for engaging with customers in a retail industry workplace.

Custom Content Section

Not applicable.