



Australian Government

SIRXCEG002 Assist with customer difficulties

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to solve customer problems and use techniques to deal with customer difficulties.

It applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts. They operate with independence and under limited supervision and guidance from others, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Customer Engagement

Unit Sector

Cross-Sector

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. Deal with customer complaints.	1.1. Recognise customer dissatisfaction and take action to avoid escalation. 1.2. Follow organisational policies and procedures to respond to customer complaints according to own level of responsibility and seek solutions in consultation with the customer. 1.3. Refer complex and escalated customer complaints to relevant personnel. 1.4. Maintain a positive and cooperative manner during all customer interactions.

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| | 1.5. Report on customer complaints following organisational procedures. |
| 2. Process refunds and exchanges. | 2.1. Identify reasons for refunds and exchanges, and offer a replacement or alternative product to maximise sales opportunities.
2.2. Process refunds and exchanges and record details according to organisational policies and procedures. |
| 3. Deal with difficult customers. | 3.1. Identify difficult or abusive customers and take swift and tactful action to prevent escalation of problem.
3.2. Identify situations where personal safety of self, customers or team members may be threatened, and seek appropriate assistance. |
| 4. Provide feedback on customer service. | 4.1. Identify consistent and potential customer difficulties and report to relevant personnel for action to prevent future customer dissatisfaction.
4.2. Offer suggestions and solutions to relevant personnel for improved customer experiences. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	ask open and closed questions and actively listen to determine and meet customer preferences.
Self-management skills to:	manage personal emotions in difficult situations.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>