



Australian Government

SITSS00036 Customer Service

Release 1

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Modification History

Not applicable.

Description

A set of skills to equip individuals to provide quality customer service when working in any sector of the tourism, travel and hospitality industry.

Pathways Information

Achievement of these units provides credit towards qualifications in tourism, travel, hospitality, events, guiding, and holiday parks and resorts in the SIT Tourism, Travel and Hospitality 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
SITXCCS006	Provide service to customers
SITXCOM002	Show social and cultural sensitivity

Target Group

This skill set is for those tourism, travel and hospitality industry frontline service personnel who deal directly with customers on a daily basis.

Suggested words for Statement of Attainment

These units of competency from the SIT Tourism, Travel and Hospitality Training Package provide a set of skills to communicate effectively with, and provide quality service to both internal and external customers.