



Australian Government

SITSS00010 Customer Service Management

Release: 1

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Modification History

The version details of this skill set are in the table below. The latest information is at the top.

Version	Comments
1.0	New skill set.

Description

Not applicable.

Pathways Information

Achievement of these units provides credit towards a number of tourism, travel and hospitality Diploma qualifications.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this skill set at the time of endorsement.

Skill Set Requirements

Units	Unit Code	Unit Title
	SITXCCS401	Enhance the customer service experience
	SITXCCS501	Manage quality customer service
	SITXCOM401	Manage conflict

Target Group

Tourism, travel and hospitality industry personnel who have achieved frontline customer service skills and now require customer service management skills.

Suggested words for Statement of Attainment

These units of competency from the SIT12 Tourism, Travel and Hospitality Training Package provide a set of skills to manage the delivery of professional customer service in any industry sector.