



Australian Government

TLII2019 Provide taxi customer service

Release: 1

TLII2019 Provide taxi customer service

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply routine customer service procedures to passengers in taxis, in accordance with taxi industry regulations and relevant legislative requirements.

It includes establishing effective communication, identifying and assessing the needs and expectations of different customers, meeting identified customer requirements and dealing with difficult customer situations at all points of customer contact before, during and after a journey.

Work is performed with limited or no supervision, and with full accountability and responsibility for self and others in achieving the prescribed outcomes.

This unit meets part of the certification requirements for obtaining taxi driver accreditation. As requirements may vary between states and territories, people seeking taxi accreditation should contact their state/territory taxi regulator.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Establish contact

PERFORMANCE CRITERIA

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

1.1 Welcoming customer environment is created and maintained

with customers	1.2	Customers are acknowledged and greeted courteously and politely in accordance with workplace policies and procedures
	1.3	Clear, concise and courteous communication with customers is maintained
	1.4	Appropriate communication channels are used in accordance with workplace procedures
	1.5	Effective service environment is created through verbal and non-verbal presentation in accordance with workplace policies and procedures
	1.6	Cultural diversity and discrimination issues are recognised and responded to appropriately
	1.7	Acceptable and respectful behaviour towards customers is applied
2 Present a positive organisational/ professional image	2.1	Dress code and personal grooming are maintained to a professional standard in accordance with regulator and workplace requirements
	2.2	Vehicle cleanliness and tidiness is monitored and maintained
	2.3	All actions taken are in accordance with established requirements, workplace procedures and legislation
3 Identify needs and expectations of different customers	3.1	Individual customer preferences, needs and expectations are clarified
	3.2	Customers with specific needs are identified, and appropriate attention is given to ensure their requirements are met
	3.3	Communication suited to the situation is used
	3.4	Limitations to service provision are identified, communicated to customers, and checked for understanding
4 Meet identified customer needs and expectations	4.1	Reasonable customer requests are met in a courteous and timely manner
	4.2	Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore satisfaction
	4.3	Anticipated problems are correctly identified and monitored and action is taken to minimise their effects on customer satisfaction

	4.4	Opportunities to enhance service quality are taken whenever possible
	4.5	Information about anticipated and unanticipated problems and delays is promptly communicated to customers
5 Deal with difficult customer situations	5.1	Potentially difficult customer situations are identified
	5.2	Conflict situations are dealt with using effective communication skills in accordance with industry and regulatory policies and procedures, and customer service protocols
	5.3	Incidents are reported to appropriate personnel in accordance with workplace policies and procedures
6 Apply ethical behaviour	6.1	Ethical behaviour that avoids any form of sexual harassment, physical or mental abuse, or intimidation towards passengers and other road users is applied
	6.2	Behaviour that avoids any form of discrimination is applied

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLII2019A Provide taxicab customer service.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLII2019 Provide taxi customer service

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- adopting behaviour that avoids any form of sexual harassment, physical or mental abuse, intimidation or discrimination towards passengers and other road users
- applying relevant codes of practice, workplace procedures and legislative requirements for customer service practices in a taxi
- communicating effectively and working collaboratively with others
- completing relevant taxi industry customer service documentation
- dealing with common customer complaints and taking steps to avoid them
- ensuring requirements for customers with specific needs are being met by providing appropriate attention to their needs
- identifying and meeting customer needs
- identifying difficult customer situations and applying problem solving techniques and conflict resolution skills in accordance with workplace procedures
- implementing contingency plans
- maintaining dress code and personal grooming to a professional standard in accordance with regulatory and workplace requirements
- recognising and responding appropriately to cultural differences in the workplace
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using appropriate workplace colloquial and technical language, and communication technologies.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- effective customer service techniques including:

- active listening
- appropriate language style and tone of voice
- conversing with people with disabilities
- culturally appropriate communication
- giving customers full attention
- maintaining eye contact (for face-to-face interactions)
- open and closed questions
- speaking clearly and concisely
- writing legibly
- fare structures
- industry and workplace policies and procedures for coordinating taxi industry quality customer service
- personal presentation requirements
- procedures and protocols for providing taxi services to customers
- relevant Australian and state/territory transport and taxi regulations, standards and codes of practice
- relevant state/territory taxi transport subsidy scheme
- relevant work health and safety (WHS)/occupational health and safety (OHS), equal opportunity and anti-discrimination procedures and guidelines
- requirements of customers with specific needs
- requirements of workplace systems and operations, and relevant equipment
- risks involved in workplace operations and related precautions to control the risk
- role of customer service in company profitability
- security and emergency procedures
- services for customers with disabilities
- sources of information and documentation for providing taxi services to customers
- taxi driver role in presenting a positive image to the public and delivering customer service
- typical problems that can occur when providing taxi services to customers and related appropriate action that can be taken to prevent or solve these problems.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational

situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

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