



Australian Government

TLII2019 Provide taxi customer service

Release: 1

TLI2019 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

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| | 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>