



Australian Government

Department of Education, Employment and Workplace Relations

TLII207D Apply customer service skills

Release: 1

TLII207D Apply customer service skills

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to apply routine customer service skills to relevant workplace operations including dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs.

Application of the Unit

Work must be carried out in accordance with workplace standards and procedures for the provision of customer service.

Work is performed under supervision. It involves the application of established routine customer service principles and procedures to day-to-day interactions with internal and external customers during workplace operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Deal with customer inquiries	1.1 Customer inquiries are dealt with courteously and efficiently both by phone and face to face 1.2 Questions are used to clarify the customer's needs or concerns 1.3 Assistance from other staff is sought when a customer's inquiry cannot be fully answered 1.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs 1.5 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures
2 Monitor customer satisfaction	2.1 Customer is greeted cordially in accordance with workplace procedures 2.2 Customer requirements are dealt with according to workplace procedures 2.3 Special needs are addressed within workplace policies 2.4 Appropriate feedback is provided to managers and internal and/or external customers

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant duty of care responsibilities

Relevant OH&S and environmental procedures and regulations

Workplace procedures relevant to work activities

Customer service policies and procedures

Products and/or services provided by the workplace concerned

Types of operations carried out in the workplace concerned

Sources of information and documentation needed for workplace operations

Required skills:

Communicate effectively with others when providing customer service, including the use of telephone techniques

Effectively use interpersonal skills

Effectively handle customer queries and complaints

Read and interpret instructions, procedures, information and labels relevant to the provision of customer service

Interpret and follow operational instructions and prioritise work

Complete documentation related to the provision of customer service

Write simple reports and records of inquiries

Operate electronic communication equipment to required protocol

Work collaboratively with others when providing customer service

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when providing customer service in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Customer service is provided:	in all areas of transport, distribution and storage including the provision of a range of services and/or the collection, movement, storage and delivery of equipment, goods, materials and various forms of freight
Workplace activities may be conducted:	by day or night in any weather conditions
Customers may be:	internal or external
Requirements for work may include:	site restrictions and procedures relevant domestic and international regulations security procedures communications equipment hours of operation authorities and permits use of safety and personal protective equipment
Consultative processes may involve:	existing and potential customers/clients other employees and supervisors suppliers manufacturers relevant authorities management union representatives OH&S specialists other maintenance, professional or technical staff
Communications systems may involve:	face-to-face conversation telephone

	fax
	email
	electronic data transfer of information (EDI)
	mail
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	workplace procedures
	organisational procedures
	established procedures
Documentation/records may include:	workplace procedures and customer service standards
	job specifications
	operations manuals and instructions
	induction documentation
	competency standards and training materials
	manufacturers specifications, instructions and advice including material safety data sheets
	workplace operating procedures and policies
	supplier and/or client instructions
	relevant Australian and international regulations, codes, standards and certification requirements
	OH&S procedures
	quality assurance procedures
	emergency procedures
	customer service manuals
Applicable regulations and legislation may include:	relevant state/territory and international regulations, codes and procedures
	relevant Australian and international standards and certification requirements
	dangerous goods and hazardous substances codes and regulations
	relevant state/territory OH&S legislation
	relevant state/territory environmental protection legislation

relevant anti-discrimination legislation

relevant privacy and confidentiality
legislation

relevant freedom of information
requirements

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service