



**CATAPULT**

# BSBOPS304

Deliver and monitor a service to customers

## Table of Contents (Extract)

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**This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBOPS304.**

**For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:**

**<https://catapultlearning.com.au/product/BSBOPS304/>**

# Trainer/assessor guide

## BSBOPS304

### Deliver and monitor a service to customers

#### Welcome to this unit of study

This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service.

The unit applies to those who apply a broad range of competencies in various work contexts. In this role, individuals often exercise discretion and judgement using appropriate knowledge of customer service. They provide technical advice and support to customers over short or long-term interactions.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

# Contents

About this trainer/assessor guide .....	4
Learning resource.....	5
Topic 1: Identify customer needs .....	5
Identify and clarify customer needs and expectations .....	5
Evaluate customer needs and determine priorities for service delivery .....	8
Inform customers about available choices and assist selection .....	10
Identify limitations and seek assistance .....	13
Check your understanding .....	15
Topic 2: Deliver a service to customers .....	17
Provide service .....	17
Establish and maintain rapport .....	19
Manage customer complaints .....	20
Provide assistance and respond to customers with specific needs .....	24
Use available opportunities to promote and enhance additional services .....	25
Check your understanding .....	27
Topic 3: Evaluate customer service delivery .....	29
Review customer satisfaction .....	29
Respond to customer feedback .....	32
Identify opportunities .....	34
Document recommendations .....	36
Submit recommendations to relevant personnel .....	38
Check your understanding .....	41
Topic 4: Additional learning .....	43
Key provisions of customer service legislation and consumer law .....	43
References.....	46
<b>Assessment workbook .....</b>	<b>47</b>
Unit information .....	49
What is competency-based assessment?.....	50
How will my competency be assessed?.....	51
Assessment agreement .....	52
Foundation skills checklist.....	53
<b>Skills recognition.....</b>	<b>54</b>
Topic 1: Identify customer needs .....	55
Topic 2: Deliver a service to customers .....	56
Topic 3: Evaluate customer service delivery .....	57
<b>Knowledge questions .....</b>	<b>58</b>
Topic 1: Identify customer needs .....	59
Topic 2: Deliver a service to customers .....	64
Topic 3: Evaluate customer service delivery .....	70
Topic 4: Specific knowledge evidence .....	75

<b>Performance tasks</b> .....	<b>76</b>
Third party evidence collection agreement .....	77
Topic 1: Identify customer needs .....	78
Topic 2: Deliver a service to customers .....	80
Topic 3: Evaluate customer service delivery .....	82
<b>Completion record</b> .....	<b>84</b>
<b>Unit mapping</b> .....	<b>85</b>
<b>Trainer/ assessor user instructions</b> .....	<b>87</b>

# About this trainer/assessor guide

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## Learning resource

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The learning resource is divided into the following topics:

- » Identify customer needs
- » Deliver a service to customers
- » Evaluate customer service delivery
- » Additional learning

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

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## Assessment workbook

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To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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## Disclaimer

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